



KHL Annual Impact Report:

March 22 - April 23



CONTENTS

Page	Contents	Page	Contents
3	Introduction & Message from our CEO	25-26	Mental Health Connect
4	Our Community	27-29	Rethinking Pain
5	Our Role in the Community	30-34	Our Other Work
6	Our Year in Numbers	31	Community Engagement
7	Feedback is our Focus	32	Partnership Projects
8-11	Lifestyle Change	33	System Connection
12-15	Social Groups	34	Volunteering
16-19	T-Natal	35	Summary of Achievements
20	Healthy Holidays	36	Special Thanks
21-24	I.T. & Computing		

INTRODUCTION & MESSAGE FROM OUR CEO

KHL is proud to present this year's annual report, and we hope it demonstrates that by working together with partners and the community we can all help to reduce health inequalities, reduce social isolation and improve health and wellbeing. Our organisation has grown significantly in the last few years and increased the number of people we reach. We have also increased our outreach work - delivering groups and projects in over 10 other centres/locations weekly. We now deliver over 35 groups a week.

A big part of the year has also been partnership working and we are pleased to be leading on and part of a range of innovative and exciting projects. One of our key focuses has been on how the voluntary sector community-based physical, mental, and social health offer can support people managing their own health and wellbeing. In collaboration with local people, organisations and health professionals we have been investigating the best way to connect people from primary health services such as GPs, and secondary care such as hospital services, to community health offers. We have also been focusing on evaluation and measuring the impact of our projects and it's great to share the impact through our annual report.

Having recently purchased our building, we have been actively undergoing a refurbishment of the centre and aim to create a modern and welcoming community space.

Reaching over 2500 people a year, we see the impact on people's lives daily. Through evaluation and from feedback, people tell us that coming to KHL has changed their lives by enabling them to make friends and build on their skills and confidence, which in turn has supported their ability to manage their own health and wellbeing.

At the heart of all organisations is its team and by working collaboratively we have seen what a difference this can make.

A huge thanks to our staff, trustees, volunteers, funders, partners and the wonderful local community for all their contribution.

**With Best Wishes,
Melanie Hey, CEO**

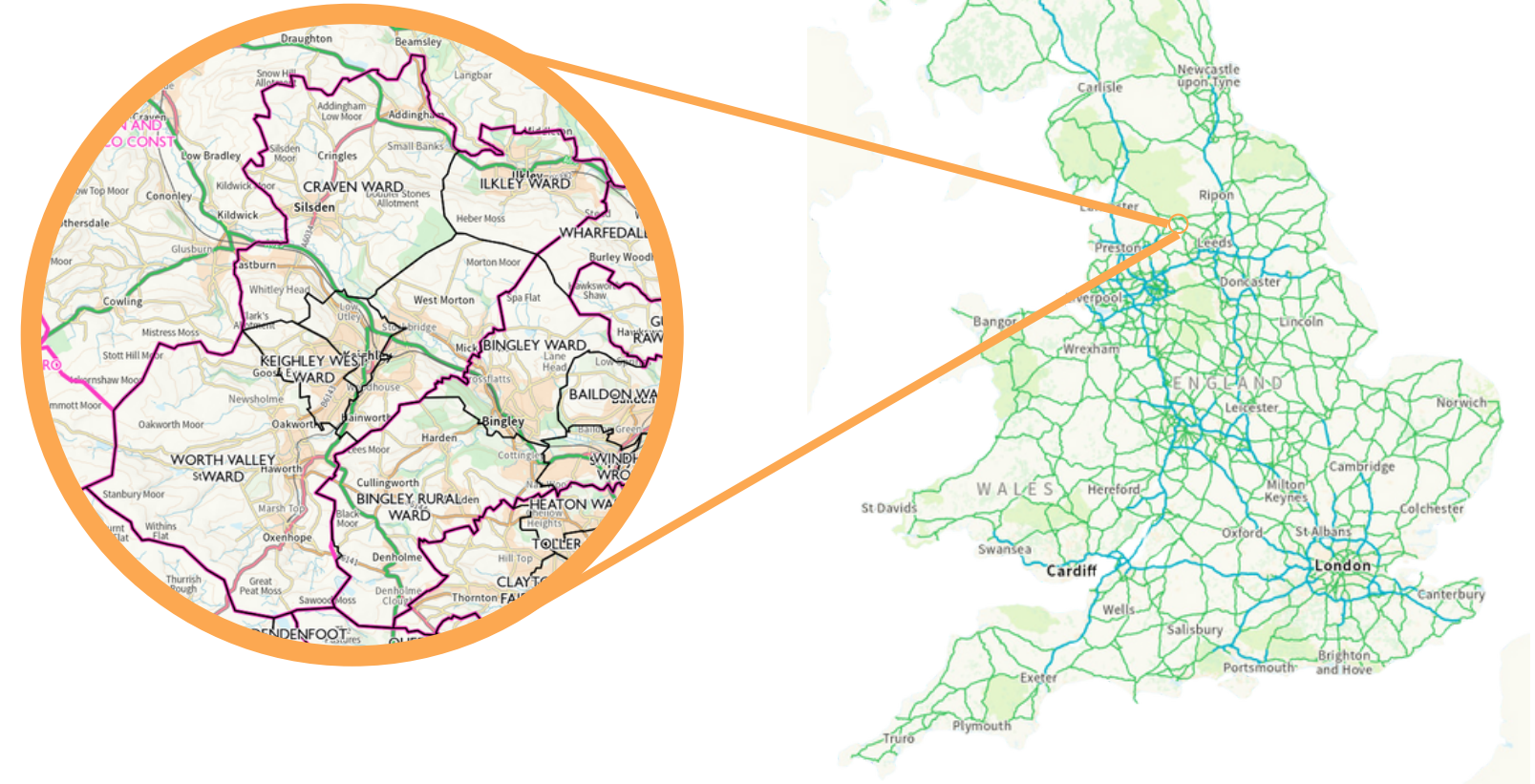


OUR COMMUNITY

Keighley is a place to be proud of, with a unique appeal based on traditions of industry, invention and enterprise, alongside a rich cultural heritage, an authentic down to earth community spirit and with the great outdoors literally on the doorstep.

Our West Yorkshire urban market town is made up of the following wards, combining to make the Keighley district:

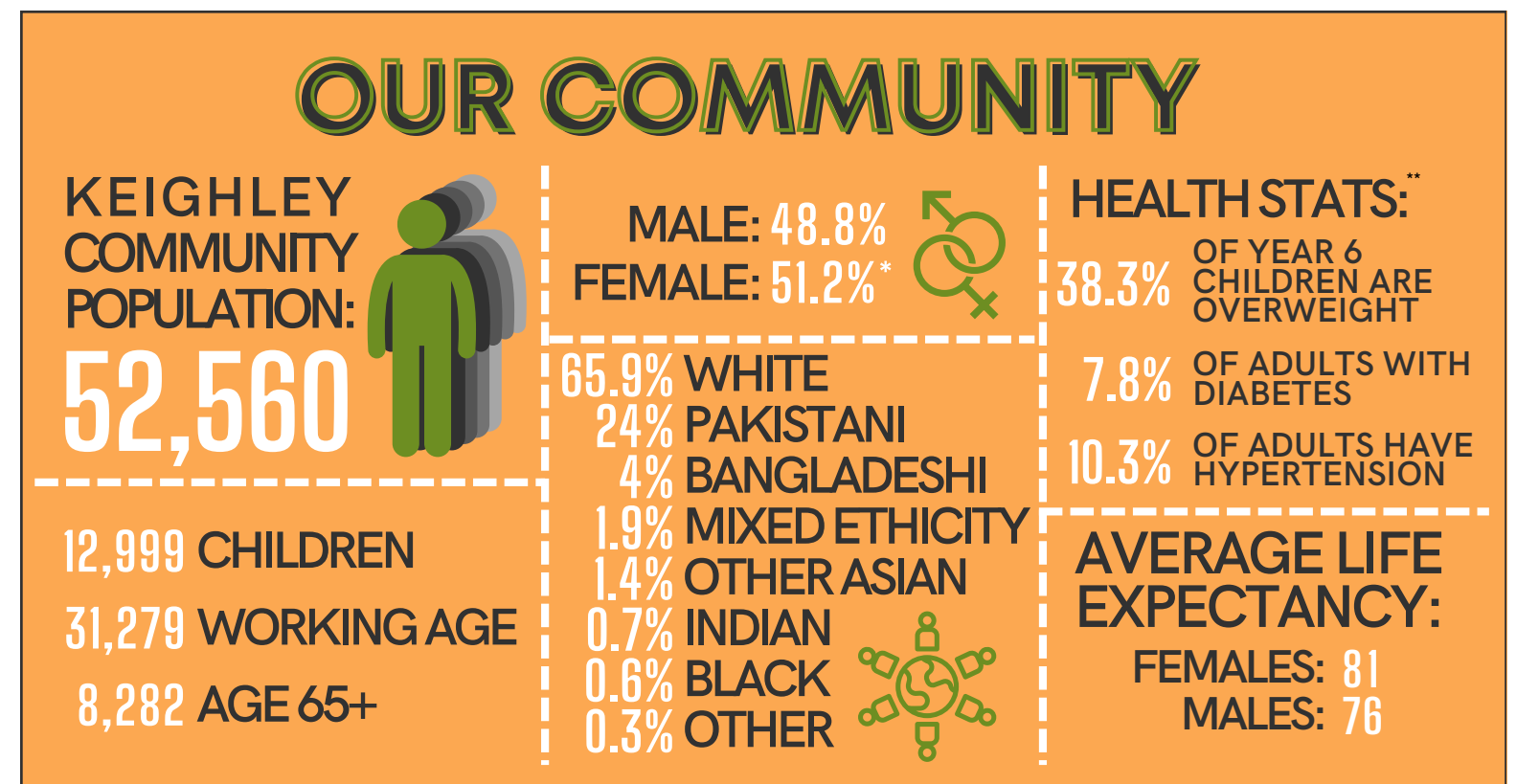
- Keighley Central
- Keighley West
- Keighley East
- Craven
- Worth Valley
- Ilkley



The Keighley district population is on average more ethnically diverse than England and Wales, and includes many refugees and asylum seekers.

Using the Index of Multiple Deprivation (IMD), Keighley Central and Keighley West residents live in the 10% most deprived areas in England, which is 35% of the Keighley district population. In addition, Keighley East has higher levels of deprivation compared to the average across Bradford. IMD bases its calculations on many separate deprivation indicators including income, employment, health and education.

Our main focus at KHL is to support our 'Keighley Community,' which is made up of Keighley Central, Keighley West and Keighley East wards – the wards with the biggest health and wellbeing support needs.



These figures are estimated based on a number of studies. KHL take zero responsibility for the figures shared in this report. Unless indicated, information was taken from Ward Profile reports for Keighley Central, Keighley West and Keighley East, May 2023 *Data taken from Keighley Constituency data - Keighley Constituency Profile, November 2023 **Data taken from Keighley Public Health Profile, June 2022 1(2019) Deprivation at ward level. rep. City of Bradford Metropolitan District Council. Available at: <https://ubd.bradford.gov.uk/media/1535/indices-of-deprivation-2019-ward-level-analysis.pdf> (Accessed: 2024).

OUR ROLE IN THE COMMUNITY

Our vision is a strong, thriving and connected community that is resilient, capable and healthy.

Our charity and organisational structure are set up to achieve this, by offering opportunities to improve physical, mental and social health and wellbeing to all, as well as ensuring our community is better able to make healthier lifestyle choices and address their health needs independently.



LIFESTYLE CHANGE

A vast timetable of exercise classes, nutritional advice and cooking, weight loss clubs and peer support groups to support people to make positive lifestyle changes and to better manage health conditions.

SOCIAL GROUPS

Our range of organised sessions and gatherings aim to directly address social isolation and loneliness in Keighley, including walking groups, arts and crafts, and Games Café.

T-NATAL

We provide client-led one-to-one support to pregnant young women and young parents. We offer sessions in pregnancy as well as a weekly group where young parents can come together to support each other. Activities for families are also available in the school holidays.

I.T. & COMPUTING

We promote computer literacy and digital awareness in our community to ensure daily tasks like sending emails, job applications and booking appointments online can be completed independently on a variety of devices.



Mental health struggles can happen at any time as a result of financial or job worries and may lead to alcohol dependence and substance abuse. Our community-based care guides clients in the right direction to improve their wellbeing.



A pioneering programme to offer long-term pain sufferers in Bradford and Craven alternative routes in their pain management. Non-medical options include exercise classes, singing groups and peer support groups.

OUR YEAR IN NUMBERS

March 2022 - April 2023

We have
2,297
active service users
on our database

1,599
of those people were
new to KHL during
this reporting period

We ran approx
1,243
groups, activities
and sessions

We ran approx
772
exercise classes,
across 9 different
locations

We had approx.
4,471
attendances to
these sessions.

94%
of service users have now
made a positive change to
their lifestyle

FEEDBACK IS OUR FOCUS

March 2022 - April 2023



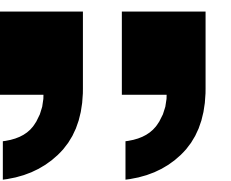
"I enjoy the atmosphere and meeting new friends, It gets me out of the house socialising, so good for mental health as well as physical."

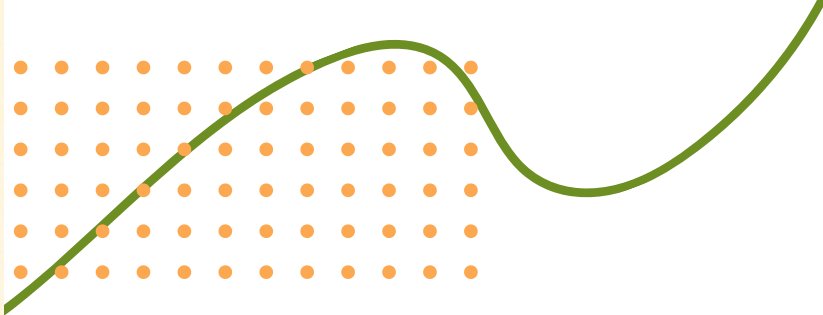
"I felt so happy after last week! I felt great. I suffer from anxiety and the exercise really helped. You really looked after us and I felt great, it really made a difference. I went to town after and normally that would make me really anxious but I felt fine, I almost skipped round town. So thank you."

"I really enjoy this class. It is helping to make me more flexible whilst helping my arthritis. My mental health is also helped and I will take home some of these exercises, my life has improved by attending KHL."

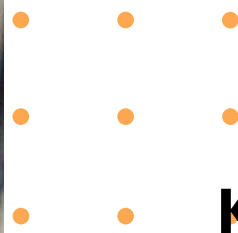
50% of people have said that their physical health has improved since attending Keighley Healthy Living.

"Good pace of sessions, feel more in control of food portions and the content of my diet. Such a good opportunity with no pressure to eat healthy, lose weight and make positive life style changes."





Lifestyle Change



KHL Annual Impact Report: March 22 - April 23

LIFESTYLE CHANGE: Project aspirations and achievements

IN THE LAST YEAR WITHIN THE LIFESTYLE CHANGE PROJECT, THERE HAS BEEN A FOCUS ON BUILDING ON THE CURRENT EXERCISE AND HEALTHY EATING PROVISIONS, TO ENABLE MORE PEOPLE TO ACCESS OUR PROGRAMMES.

Secured more funding which enabled current programmes to run and for more classes to be added.

Started working in partnership with more local organisations to widen reach to ensure our offer was diverse and culturally appropriate.

Strengthened our relationships with health professionals to ensure primary and community care links together to provide a more positive experience for service users.

Introduced 4 new classes and 4 existing classes to a larger venue to accommodate more people.

Continued to offer a range of healthy eating initiatives including 18 courses and 25 standalone sessions.

Delivered bespoke courses for those living with medical conditions to support them to better manage their condition through diet.

Offered courses on hypertension, diabetes and weight management.

Delivered Cook and Eats, Young Chefs & Family Cookery, Eating Well in Pregnancy and weaning courses at KHL and in partnership with other organisations.



We are passionate about tackling health inequalities and wanted to provide more opportunities for local people to access information and services to enable them to live a fuller healthier life.

LIFESTYLE CHANGE: Moments to remember



KHL Nutritionist Rebecca attended a number of events in Airedale and Wharfedale to raise awareness of diabetes as part of an initiative which was delivered in partnership with the VCS Alliance, Act as One and Diabetes UK. Events included Cliffe Castle Park Run takeover, Yorkshire Day, Keighley Works healthy eating event, Ilkley food market and Silsden Wellbeing Fair. Rebecca also delivered workshops providing information on the condition along with a cookery course which was run in partnership with Keighley Association for Women and Children which had a type 2 diabetes prevention focus.

May - August 22



The Blood Pressure Connect programme was launched. KHL worked in partnership with WACA and Modality to support those living with hypertension to manage their condition through making lifestyle changes. The programme will run for 12 months and clients are supported to find opportunities to meet their individual health needs within their community, along with being offered 1-1 health coaching sessions, exercise classes, a cookery course and nutrition advice. Some clients also received a blood pressure monitor to use at home.

October 22



KHL took over a HIIT & Tone class which had previously been run by Keighley College at the Bangladeshi Community Association. The exercise class is for ladies only with approximately 13 ladies attending each week.

January 23



KHL supported an event where the "Heart Bus" visited Keighley in order to run free cardiac screenings. Over 180 people attended, with around a quarter being found to have potential heart abnormalities and being referred for further tests at hospitals. KHL hosted an information stand with details of how to become involved with the Blood Pressure Connect project along with providing signposting information on how to access other community health and support programmes.

February 23



KHL joined up with local PCN Modality to deliver blood pressure checks at the Keighley Cougars' home match against Bradford Bulls. More than 300 rugby fans had their blood pressure checked as part of the initiative.

March 23

LIFESTYLE CHANGE: Written Case Study

Working in partnership with the Sangat Centre to tackle health inequalities and break down barriers:



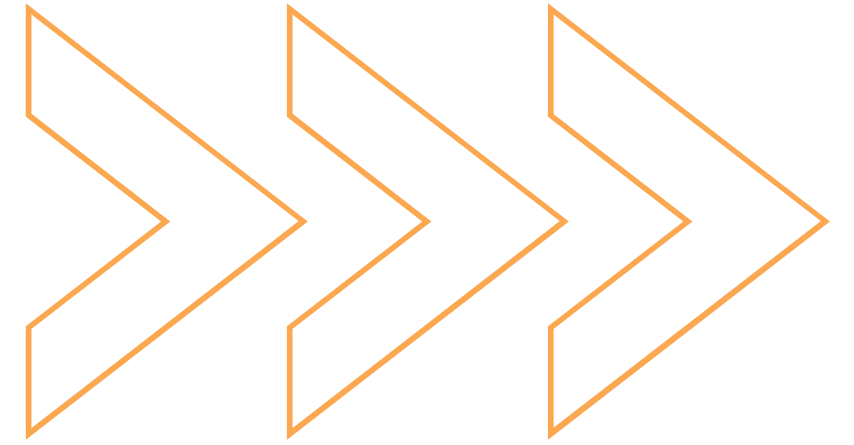
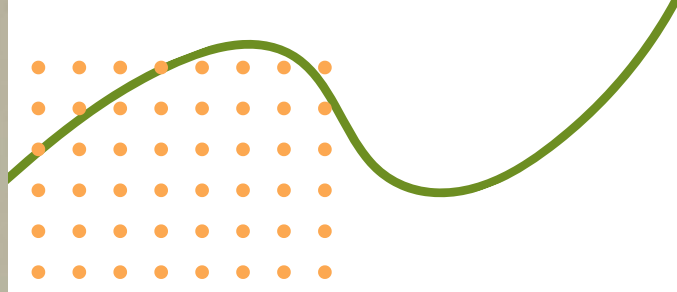
For several years, KHL have worked in partnership with the Sangat Centre, delivering focused sessions on improving health and diet and offering a variety of culturally appropriate exercise classes. As a result, trusting relationships with the centre and its service users have been built.

One particular project (Blood Pressure Connect) sparked an interest amongst attendees of the exercise class when one of the ladies from the group became aware of KHL's work on the programme. She requested that her blood pressure be tested and in turn... a large number of the ladies chose to have their blood pressure taken.

Whilst chatting with the KHL staff member, some of the ladies disclosed that they had never had their blood pressure tested, whilst others admitted that they had previously been diagnosed with hypertension, however, due to several barriers did not feel that they could attend their GP surgery for regular blood pressure checks.

From the tests, a few ladies were identified as having raised blood pressure and have since been referred to the Blood Pressure Connect programme and in some cases for further medical intervention. This story is an example of the benefits of delivering health interventions in a community setting.

Because of the trusting relationship with the KHL team, through attending exercise classes, the attendees felt safe and comfortable to ask. Hypertension is known as the silent killer, it's often not symptomatic and as a result can be undiagnosed for some time. Hypertension can lead to serious health complications, so early intervention is key. We believe that carrying out the blood pressure tests at a trusted venue of their choice (Sangat Centre), contributed to a positive outcome for the ladies' health.



Social Groups



SOCIAL GROUPS: Project achievements and aspirations

IN THE LAST YEAR WITHIN THE SOCIAL GROUPS PROJECT, THERE HAS BEEN A FOCUS ON CONNECTING THE DIFFERENT SEGMENTS OF OUR COMMUNITIES, WHILST PUTTING STEPS IN PLACE TO REDUCE SOCIAL ISOLATION.

Continued to provide many opportunities for people to come together, build local connections, make friends and learn new skills.

Delivered 8 different weekly groups (some more than once a week), covering a wide range of subjects ensuring there was something on offer for all attendees.

Delivered 7 different variations of short courses over the year including photography, singing, mental health sessions and work with local schools and children.

Focused on providing a safe space at the weekly groups and at KHL in general, to allow peer support to happen naturally and spontaneously.

Connected with the local community to run events and groups, and involve our service users, as feedback indicated that they wanted to be invited to take part.

Facilitated the first of KHL's user engagement groups, hosting regular meetings to allow a diverse mix of stakeholders to come together and discuss ideas for KHL.

Developed evaluation and feedback methods such as suggestion boards, boxes and ideas trees in the reception to enable ideas to be freely communicated with us.

Ensured that we have become fully dynamic in how we deliver and develop courses. No course is alike.



Providing a safe space at the weekly groups allows peer support to happen naturally and spontaneously.

SOCIAL GROUPS: Moments to remember



Derived from our series of Mental Health Taster Sessions, the Laughter Yoga has become a popular method to help reduce stress. The technique allows people to practise different breathing methods, it aims to bring joy, help reduce stress and strengthen your immune system. The session involves a series of movements and breathing exercises to allow a greater intake of oxygen to promote deliberate laughter.

May 22



KHL hosted an art exhibition with afternoon tea for the KHL Art 4 All groups in collaboration with the Museums Community team. This was an opportunity for the groups to all meet and invite family and friends to celebrate their individual achievements. Seeing their work professionally displayed allowed the groups to feel a sense of achievement and pride in their artwork. The topic of the exhibition was "Life Post Pandemic" and the work produced was the participants' interpretation of how the pandemic affected them. The exhibition brought together the community to socialise and enjoy the beautiful setting of Cliffe Castle.

July 22



GP Sally Hunter attended KHL's Menopause Cafe, a monthly support group where members can share experiences and make social connections, to offer a question and answer session. She stated "The Menopause Cafe is a fantastic example of how addressing women's needs in a holistic and supportive way can improve the lives of menopausal women." The Cafe offers a range of resources for people to take away and advice on how to approach a GP when discussing the menopause. There is information about hormone replacement therapy, pelvic health physio, exercise, nutrition and lifestyle adaptations to improve symptoms.

November 22



The Conversation Cafe was initially set up to combat isolation during the Covid pandemic but has gone from strength to strength with increasing numbers. We often have guest speakers and light touch activities for the group to get involved with if they wish. January saw the return of BEEP - Bradford Encouraging Exercise in People, We have hosted a 'Health MOT' to kickstart the new year, helping to support the health and well-being of the group. Weight, height, BMI and blood pressure measurements are taken and we signpost to relevant external organisations or KHL activities.

January 23



The Wellbeing Weaving project was a scheme coordinated by KHL's Community Engagement Officer, that started in February 2023. The project worked with community groups to create weaving artwork across Keighley, which was then brought together in an exhibition and celebration event at Cliffe Castle in Summer 2023.

February 23

SOCIAL GROUPS: Written Case Study

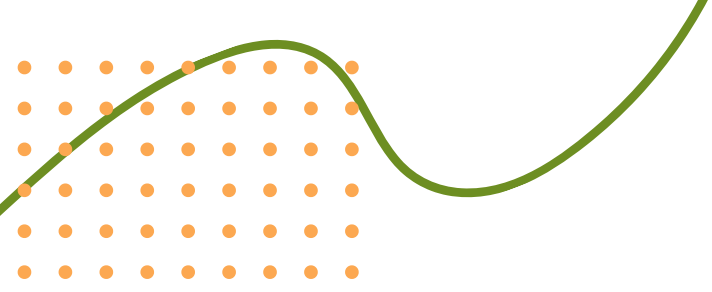


Kathy's KHL journey:

I had started attending the exercise classes on Mondays and Thursdays to try and help improve both my physical and mental health following Covid. I was suffering with anxiety and panic attacks quite badly, but still managing to 'function'. I was often finding myself to be quite 'tearful' following the death of my close friend and ex-partner. I thought my depression was coming back so I was trying to get help before it got any worse.

I saw the flyer for the Mental Health sessions in the KHL reception and booked on, as I thought they would be beneficial to me. This also coincided with my 1:1 session which I booked with the KHL Mental Health Wellbeing Coach. I think I had my 1:1 just before the taster session started. The most helpful taster sessions were Managing Anxiety parts 1 and 2, they were the sessions I wanted to focus on. Also, coping with depression and improving sleep were really useful. The support I received allowed me to understand more what was happening to me and I was signposted towards CBT therapy counselling and advised that my employer might be able to provide that. This gave me the confidence to speak to my manager and know what to ask for – I was then provided with 12 sessions with an online counsellor. Engaging with the Mental Health support helped immensely. Not long after, I joined the Menopause Café following a conversation with the Menopause group facilitator who thought some of my symptoms could be hormonal. This prompted me to attend the next support group, and fortunately, a local GP was the guest speaker. Following that, I made an appointment with the same GP through my surgery and I am now on HRT, which has helped with my mood and I no longer feel tearful.

KHL has most definitely made a positive difference to my life. I'd moved to part time working from full time to help with my stress levels at work and then joined some exercise classes which I still attend, and love! I have accessed the Healthy Living – Healthy Weight Loss course too, this was run by the KHL nutritionist. I knew I was overweight but didn't know what to do or where to start to lose some weight. The sessions were great, very informative and really well delivered. At the end of the sessions I'd lost 10cm from my waist (I couldn't believe it!) and almost a stone in weight. I've continued to lose some more since and I am now at a weight that I've not been at for a very long time. I feel so much 'lighter' and healthier.



T-Natal



KHL Annual Impact Report: March 22 - April 23

T-NATAL: Overall Impact

YOUNG PARENTS AND FAMILIES PROJECT

The T-Natal project delivered 68 Antenatal sessions and 156 one to one appointments.

"I love that my son has lots of little friends and he has become a very sociable baby and I also love that I get to speak to other young mums too."

87.5% of attendees feel less isolated since attending KHL.

Through the project, we helped 62 families and had 574 attendances across our groups and 1 to 1 appointments.

75% of young parents said accessing the service helped them to bond with their baby.

"I can almost guarantee my mental health would have been impacted without the support that I received"



T-NATAL: Project achievements and aspirations

The Young Parents and Families project offers support in a variety of different settings. Through group antenatal sessions, one to one appointments and the Young Parents' Baby Group, support offered covers a range of services including:

- Making decisions about pregnancy (options counselling)
- Practical support around preparing for baby arriving
- Information and support around basic care of baby and routines
- Roles and responsibilities of parenting
- Healthy relationships and sexual health
- Support with benefits and applying for housing
- Accessing groups and activities
- Returning to education and accessing childcare
- Volunteering opportunities, gaining skills for employment

We offered a series of antenatal sessions to expectant young parents. The sessions covered how to be healthy in pregnancy, bonding with baby, preparing for labour and baby's arrival, information on practical skills such as feeding, changing, bathing and routines.

Every Thursday at KHL, the Young Parent and Baby support group join together and are given the opportunity to share their experiences whilst allowing their children and babies to play. The young parents can meet others their own age, make new friends and receive information and support from our project leader.

During the school holidays, families are also welcome to join KHL so that babies and children can enjoy different activities, with a snack and also take home a food kit to cook together.



We are met with different barriers on a daily basis, but using our experience and resources KHL are equipped to help young parents to the best of our ability.

Laura's T-Natal journey:

I was 16 years old when I found out I was pregnant, and I was terrified. I did not know what to expect or how to even look after a child. I felt alone. My midwife told me about the T-natal project and advised I attend the session as it would be beneficial to me and my situation. I was in a relationship that consisted of domestic violence at that time - although my partner attended the session with me most weeks. I did feel safe in that environment and felt like a normal person when interacting with peers. It was my safe space. It was something to look forward to every week.

I attended the weekly group sessions, and we did activities such as the Treasure Book Club where we created memories of our children, I still have my treasure book 11 years on. We did group activities on how to bathe a child and how to breastfeed if that was something we wanted to do. We always had support and guidance available to us as and when we required. We could do 1 to 1's with Flora with any issues we needed to address. We did little adventures out as a group to explore with our children.

T-natal helped me become the parent I am today due to the support and guidance I received. Prior to attending T-natal I was anxious on how I was going to cope being young and I felt as though I would not be good enough for my child due to my age and knowledge. T-natal helped me overcome those worries and guided me on how to become a parent. Not only was T-natal good for support and guidance, but also beneficial to my social life. I was meeting new young mums in the same situation as me and connected with them. This prevented me becoming withdrawn and isolated from peers and promoted my mental health and wellbeing. I met new friends whom I still have contact with to this day and I gained a lot of support and guidance. I was able to identify and share my concerns. I felt safe and not alone.

It would be hard to say what would have happened, but I do know that the T-natal project helped me become the person and parent I am today. Becoming a young parent was scary and lonely but with the access of T-natal I was able to meet peers of my age in the same situation and connect with them which in turn enhanced my social interactions therefore promoting my mental health and wellbeing. People can often become isolated and withdrawn in such situations and I believe this could have been the case with myself if it wasn't for the T-natal group. I am now 28 years old and I work full time for the Bradford District Care Trust. I am a full time student at Bradford University studying Occupational Therapy and I have a loving partner.

If I did not have the access to the T-natal project, my life would not be this way today.

HEALTHY HOLIDAYS

Throughout the school holidays, KHL have committed to providing young parents, families and children in need with a fun activity, refreshments and a food kit to take home. This is to ensure those with less opportunities can experience a free and exciting event when they're not attending school. The kids love attending KHL in the holidays, and we receive outstanding feedback from both children and parents.



For October half term, the children enjoyed pumpkin picking, followed by carving and baking!

18 children took part in carving and baking as part of Pumpkin Day at KHL! All of the families took home recipe kits too!



Our Christmas gathering consisted of Christmas crafts, a lovely buffet, a visit from Santa and a gift for each child.

50 people took home recipe kits with ingredients to make multiple meals and 102 children received a Christmas gift.

"Thank you all so much for such a brilliant party, I can't believe what we have all be given - presents, food, craft activities."



Our February half term event was Valentine's day focused! The children created 'Trees of Love' and enjoyed decorating some buns.

20 children took part in Valentine's themed crafts and cooking.

"Lovely to see everybody and get together, helps with mental health, food parcel goes a long way and helps loads."

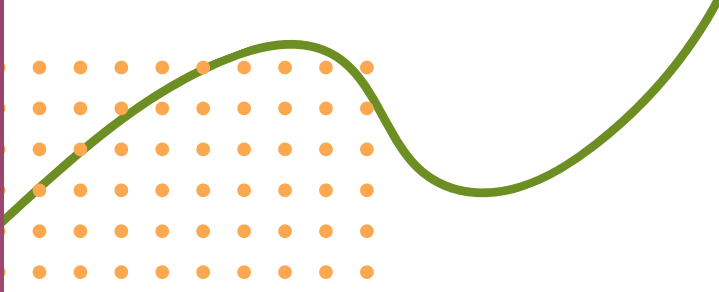


The Easter holidays had a Lego themed activity, whereby parents were encouraged to stay and play! We finished with an Easter Egg hunt in the KHL garden.

66 people attended our Easter session.

"My boys loved every second of their time here and learned lots of new skills and met a lot of lovely people, thank you."

The healthy holidays sessions had 154 attendances.



I.T. & Computing



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• **KHL Annual Impact Report: March 22 - April 23**

IT AND COMPUTING: Overall Impact from March 22 - April 23

The past year has seen IT courses and IT support develop and further respond to what the community requires. Building confidence has been key in helping people learn new IT skills and help embrace the use of technology into everyday life.

Our IT 1 to 1 sessions are fully bespoke to support people to more feel confident to continue building new skills, finding solutions and learn how to trouble shoot and overcome technical problems.

The beginner courses have been an opportunity for people to start a journey in a supportive and calm environment. We have trained volunteers who support the sessions with a KHL Group Facilitator which allows course participants to work on a 1 to 1 basis during the sessions. The IT courses offer a social opportunity to meet new people with similar interests. A group setting can be less intimidating and allows the opportunity for peer support to help build people's confidence.



IT: Project Feedback

Excellent session.
Informative and interesting.

I learnt to use the app for easier
access - easier than making a
phone call.

This was an excellent session. The speaker
was knowledgeable and answered questions
well.

**"WHAT WOULD YOU
TELL YOUR
FRIENDS/FAMILY
ABOUT THIS
SESSION?"**

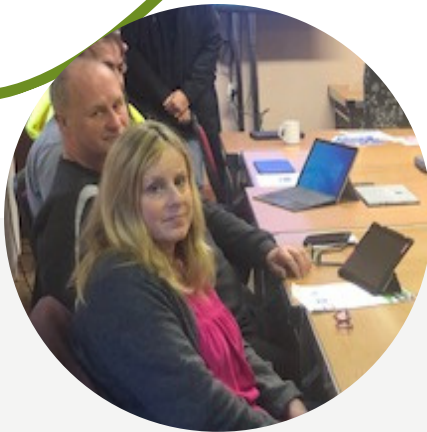
I found the film and talk very
interesting - I think it will be very
helpful in the future.
I will tell my friends and family
about what I have learnt today.

I understood everything he
said. What he said was useful,
and I understand how to use
the internet.

I found it useful for learning
about apps. It was easy to
follow and understand.

Good overview of new NHS
systems - booking
appointments, etc.

IT: Moments to remember



Beginners' IT Course

The 6 week beginners' IT course supports people to learn new digital skills. The course is always well attended and attracts people wanting to upskill and learn how to use the internet and devices such as computers, laptops, tablets and smart phones. The group is facilitated by KHL staff and a team of KHL-trained volunteers who offer support on various topics, including online safety, creating an email account and setting a secure password. A guest speaker from Modality GP Practice delivered a session on how to use their new online system to contact the surgery.

May 22 & February 23



1:1 IT Support Session at Keighley Library

These sessions run on a Tuesday afternoon and are facilitated by KHL staff in collaboration with Keighley Library, Worth Connecting and KHL volunteers. Participants are usually library visitors who may have been signposted to the sessions after struggling with the library computers or systems. The sessions are well attended and provide 1-to-1 IT support for one hour.

July 22



Beginners' IT Course at the Sangat Centre

These courses have been run for women to encourage their interest and learn basic IT skills. The group focused on building confidence and skills to use an IT device either touch screen or using a stylus. They enjoyed playing games and practicing writing names and addresses. Some created personal email accounts with secure passwords. The participants enjoyed learning about their devices' settings, such as enlarging text.

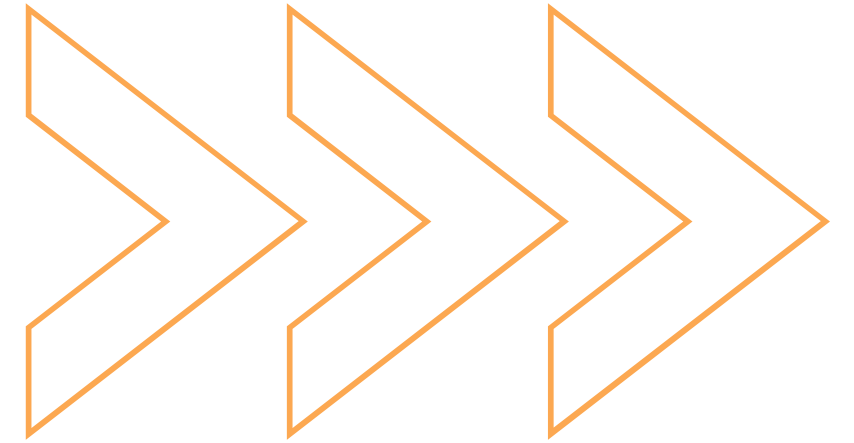
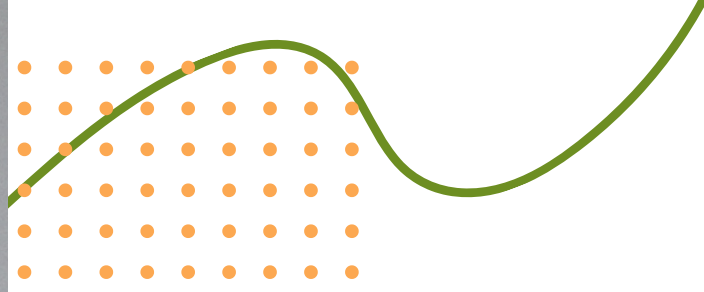
July 22, October 22 & January 23



1:1 Courses at KHL

In these 1:1 sessions, each tutor worked with an individual for an hour every week. Many participants have an existing understanding of IT operations, but needed extra support in areas such as shopping online, using Microsoft programs (Word, PowerPoint, Excel), choosing and setting up a new device and troubleshooting.

April 22



Mental Health Connect



• **KHL Annual Impact Report: March 22 - April 23**

MENTAL HEALTH CONNECT: Launched in January 2023

The Mental Health Transformation Project (Mental Health Connect) has focused on filling areas of need or gaps in Mental Health Support. The project offers a diverse range of services such as Dual Diagnosis (for serious mental illness and substance misuse), Mental Health Support for South Asian Women, Exercise Classes and Peer Support for Mental Health.

The project's first WRAP (Wellness Recovery Action Plan) was rolled out, this focused on providing individuals with the tools they need to create a crisis plan and how to avoid mental health crisis, this course had 15 participants.

Furthermore, the project has now established three exercise classes. Tai Chi, Seated Yoga and Dance Fit. Peer Support groups have also been established within the project. Positive Vibes and three South Asian Women's Support groups are to be delivered in primary schools starting in September. The project also aims to map local services and signpost appropriately whilst promoting services. Promotional material is in development with the view to there being a 'wheel of wellbeing' created to measure improvements in people's mental health and wellbeing.

When I first heard of WRAP, I thought 'here we go another crisis plan'. But actually it's awesome because you write your own crisis plan. This has blown my mind, it's written by me for me. It's what I actually need, not what a book says I need.

PROJECT PARTNERS:



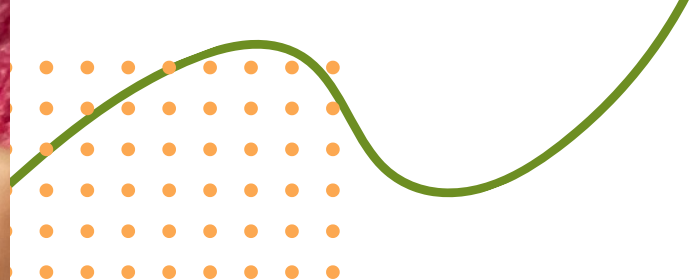
PROJECT AMBITION:



- To provide small grants for start-up community groups focusing on mental wellbeing.
- To deliver further weekly one to one and group sessions to the community in outreach settings.
- To increase the delivery of WRAP (Wellness Recovery Action Plan) courses, and the number of WRAP trainers in the local area.
- To provide additional support for people with a diagnosis of serious mental illness and substance use.
- To source and promote mental health training for community staff and volunteers.
- To map mental health services that are already available, leading to the collation of appropriate signposting resources.
- To deliver further group exercise classes to improve wellbeing.

KHL is lead partner on this project.





Rethinking Pain



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- **KHL Annual Impact Report: March 22 - April 23**

RETHINKING PAIN: Launched in October 2022



INTRODUCTION

Rethinking Pain is a new community-based service for adults living with long-term pain in the Bradford and Craven area. The Rethinking Pain team work one-to-one and in groups to connect people living with persistent pain to appropriate support, including education, coaching and community-based activities.

AMBITION AND APPROACH

- Increase self-management of long-term pain
- Transform pain service offer across Bradford District & Craven
- Join up people's clinical care with community-based holistic pain support
- Bring pain service into the community, delivering care closer to home
- VCS led with wider VCS assets supporting delivery in collaboration with PCNs & NHS
- Educate GPs, HCPs, SPs on pain, pain management & whole-person support
- De-medicalise pain & reduce reliance on pain medications
- Potential to reduce GP and MSK Service pressures & support waiting list reduction
- Combat health inequalities
- Co-design of accessible service for our local diverse community

Pam was referred to the Rethinking Pain Service by her doctor. Her assigned health coach was in touch within a couple of weeks and Pam told them, "I'm so happy you phoned, I've not known which way to turn". Pam was keen to get any holistic, local support Rethinking Pain could introduce that could improve her self-care and experience of persistent pain.

FUTURE ASPIRATIONS

- 1000's of people better able to self-manage their pain and self-care
- Mobilised community assets to support people with pain
- Education and de-medicalisation of pain, across the clinical and community sectors
- Comprehensive pain management adult education strategy and workshops
- A new model and pain pathway – scalable and transferable
- Academically researched and learning shared



RETHINKING PAIN: Journey so far

KHL is lead partner on this project.



By April, 1100 people had been referred into the service by GPs, with 1000's more predicted.

We rolled out the 'Understanding Pain' adult education workshops being delivered across the district throughout 2023. These will be offered to people referred into the service by their GP or MSK Service, and will help people to understand more about pain, how the body responds and explore ways to cope with day-to-day pain, rather than relying on pain medications and clinical treatments alone.

April 23



To build awareness of the service and explore VCS partnership working opportunities, the Rethinking Pain team ran 9 community events across Bradford & Craven, inviting VCS organisations to learn about the service and discuss partnership opportunities. The sessions included opportunities to introduce their organisation, learn about pain training they could deliver in their area and opportunities to facilitate peer support groups.

February 23



Rethinking Pain launched its website, that translates into the seven most common languages spoken in Bradford. This was the start of developing a range of tools and resources that are available in different languages that are accessible to enable people to access information and support in ways that meet their preferences, needs and circumstances.

December 22



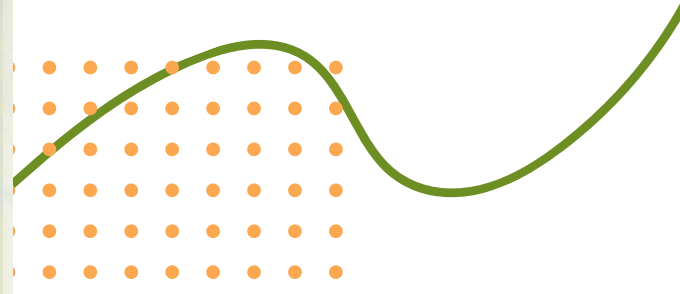
The service launched across the Bradford district and Craven, with Keighley Healthy Living as lead partner with our VCS partner, HALE, 12 x Primary Care Networks and Bradford District & Craven Health & Care Partnership (Act-As-One). While we are working jointly and collaboratively with clinical partners and settings, the service and operational model is transformational in that it is VCS led.

October 22



Resulting from two pain management approach pilots (including Airedale Community Partnership funded, MSK Connect), the KHL team were busy as lead partner in the development and mobilisation of the Rethinking Pain chronic pain management service, intended to be an innovative, joined-up pain pathway and incorporate a holistic, person-centered approach to pain management that de-medicalises pain.

March 22



Our Other Work



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KHL Annual Impact Report: March 22 - April 23

COMMUNITY ENGAGEMENT

The Engagement Officer work has involved engagement work across Keighley to collect conversations about people's experience of care and grassroot issues, which are reported to Bradford and Craven Health and Care Partnership on a monthly basis. This work has involved visiting groups with self care messages, as well as the wellbeing weaving project which brought together groups in Keighley to work collectively to create a shared artwork exhibited at Cliffe Castle.

The engagement role has also included participation in Listen In weeks across the Bradford and Craven area. This work involved visiting groups across the district to listen to their experiences of health and community and find out what their priorities and concerns are. The engagement work that has taken place has enabled an understanding of issues within the Keighley area and how they fit within the Bradford and Craven area. We have been able to build strong links with community organisations within the area as well as develop relationships working alongside other organisations including; CNET, BTM and Hale as part of the ongoing work with the Bradford and Craven Health and Care Partnership.

As part of our community engagement, we often host/co-host a series of events to engage with members of the public.

ART EXHIBITION



During the Summer of 2022 we hosted an art exhibition as a way to share amazing artwork of the Art4All class with the community and the friends and family of the group participants.

The topic of the exhibition was 'Life Post Pandemic' and the work produced was the participants' interpretation of how the pandemic affected them, and what they looked forward to post pandemic.

FAIRY DAY



Later in the Summer, we worked in collaboration with the local parks department (Bradford Council) to help host Fairy and Dragonfly Day at Cliffe Castle Park and Museum.

There was lots of free family entertainment on offer, including a fairy door trail around the park, fairy crafts, glitter tattoos, storytelling, a real life fairy to captivate the audience and take pictures with the children and local belly dancers.

APPLE DAY



To celebrate harvest season and Autumn being just around the corner, Cliffe Castle Support Group ran Apple Day! We supported the event at our local museum, Cliffe Castle. Apple Day was a huge success - despite the British weather forcing us to move the event inside!

The rain didn't stop members of the community enjoying the crafts, the apple press, jam tasting, glitter and henna tattoos and more apple related activities.

PHOTOGRAPHY EXHIBITION



Working with a local CIC (Keighley Photo Hub), we ran a series of short courses, including one based around organising an exhibition. Using the photos taken from the previous short courses, the exhibition was open to the public and pieces of artwork were sold.

We had over 1000 attendances across our community events.

OTHER PARTNERSHIP PROJECTS



MAST is a Multi-Agency-Support-Team providing support at Bradford Royal Infirmary and Airedale General Hospital, and in the community on discharge. The MAST team provides specialist and specific support to individuals who are frequently attending Emergency Departments, or referred to our service after discharge.

Working in partnership, each organisation including KHL focuses on a different specialist area providing support to frequent attenders, enabling and supporting timely discharge and reducing risk, and reducing admissions via health messaging.

Supporting individuals both in hospital and, following discharge, in the community to help remove the barriers that people face to ongoing treatment.

The team works collaboratively at A&E with other organisations such as the Psychiatric Liaison Nurse team, occupational therapy, homelessness teams, CAMHS and social care.

"I have been abstinent for over 12 weeks now... with the support from MAST and other services, I have managed to secure a tenancy on a new property - this will help with my recovery and mental health massively!"



The Keighley Pathways Service is a specialist support service for adults in Keighley who are facing challenges or feel they are under significant pressure and are not sure where to turn. Keighley Pathways is made up of multiple local partners to provide specific support and advise for clients. Partners include:

- | | |
|-------------------------|-----------------|
| Project 6 | Carers Resource |
| Keighley Healthy Living | Citizens Advice |
| The Cellar Trust | Staying Put |
| Roshni Ghar | |

In addition, Wharfe Valley Pathways is a weekly group that was launched after recognising a need for community-based wellbeing support in the Wharfedale area. It is facilitated by a range of experienced staff members from Project 6, KHL and The Cellar Trust. Wharfe Valley Pathways provides advice and health coaching on issues ranging from lack of motivation, and tackling loneliness to more complex issues.



The Achieve programme is a partnership of 9 local delivery organisations across Bradford District, including KHL.

It was created to help people facing multiple/complex barriers who are furthest from the job market to engage with Job Centre Plus (JCP) provision.

These barriers include financial worries, health conditions or drug and alcohol addiction.



"Wharfe Valley Pathways helped me find the courage and confidence to be me and accepted. I have made friends and feel others can have confidence by attending the organisation. I would recommend Pathways as it's calm, relaxing and no-one judges you. It might be nerve-racking to begin with but once you feel settled you're fine".

SYSTEM CONNECTION

One of our key focus areas this year has been to look at ways of ensuring that services are easier to access and navigate. Working in partnership with the Bradford Wellbeing Network (WBN) and Project 6 we hosted a system connector role. The role has supported us to be able to identify, engage and connect with our partners and our communities across Airedale, Wharfedale and Craven (AWC).

Key outcomes:

Expanded and strengthened our partnership working with colleagues in the public, voluntary and community and private sectors.

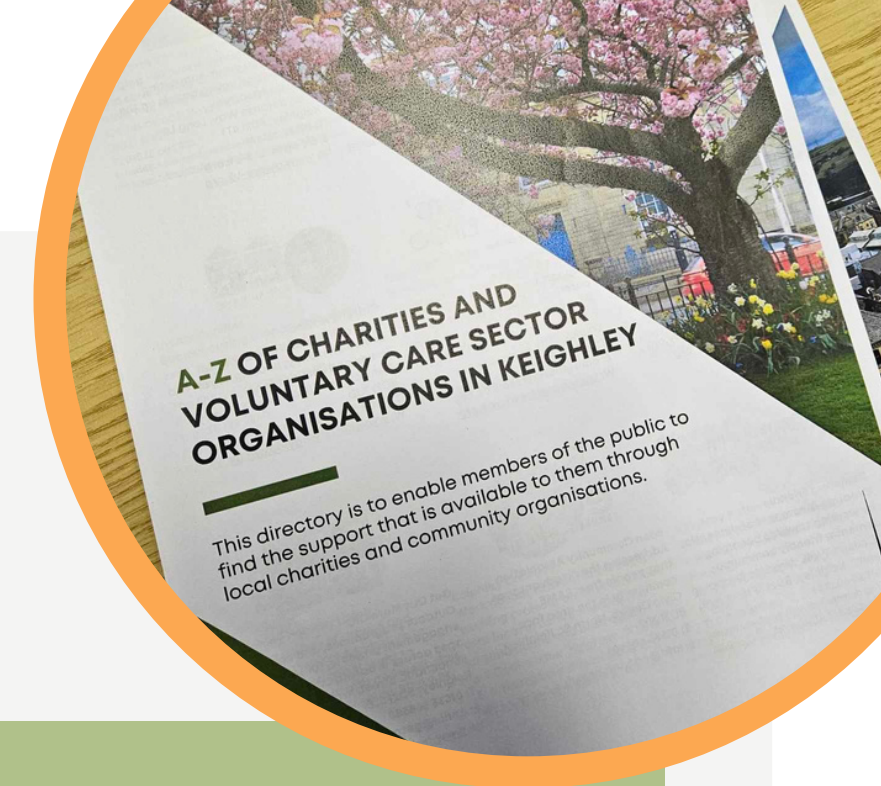
Increased awareness and understanding of the Bradford Wellbeing Network and other local community health projects by sharing information and referral processes with a range of teams' health projects.

Developed resources such as the 'mapping and information sharing tool', identified duplication and gaps in local services and made recommendations.

Summary of our system connection work:

- Supported the alignment of projects such as Mental Health Connect, Rethinking Pain with the WBN and Safer Spaces to ensure an integrated approach.
- Created a space and system, through our Community Anchor role to support all local VCS organisations to have a strong and united voice in the Keighley Community Partnership in order to inform and influence local services.
- Identified duplication and gaps in services and made recommendations for change. For example, the need to include funding for language support within projects, the reduction of home visits available to people identified by adult social care and how to plug the gap.
- Developed resources such as mapping information, a partnership charter for the multi agency mental health connect project and shared information with a variety of partners through presentations, attending meetings and sharing resources.
- Supported linking VCS organisation with Keighley Community Partnership.

Alongside delivery of projects, developing strong well-connected partners, ensuring projects are aligned and meeting local need is a key aspect of our work which we will continue to develop going forward.



VOLUNTEERING

KHL's Volunteering Programme has developed over the year with the introduction of the volunteer training programme, a yearly programme of different training opportunities for our volunteers to get involved in. Included in the programme have been Equality and Diversity, How to Improve Sleep, GDPR and Safeguarding to name just a few. KHL recognises the valuable impact that our volunteers have on our organisation. We offer guidance, support and training to the people who give us their time and their expertise.

"It's fantastic how KHL helps volunteers, values us and acknowledges how KHL volunteers have supported the growth of KHL."

People volunteer at KHL for many different reasons. Some include: an opportunity to meet new people and open up different networks, to help build confidence, learn new skills, keep active mentally and physically in retirement, have a sense of purpose, an opportunity to give back to the community, share their skills and build new skills in readiness to seek employment.

"I have been a volunteer with KHL for 5 months. I have worked with the Conversation Cafe chatting to the attendees and making drinks. There is always laughter in the group but also some sad stories. I have helped with events for young families and a Ways to Wellbeing course which I have really enjoyed. I have been able to choose which groups I help with. I enjoy being part of the team and always feel useful and valued."

"I have found being a volunteer at KHL has benefitted me therapeutically! I get a feeling of being useful and helping people, some of whom have various problems. I feel my health and wellbeing has improved already through KHL and can improve by being a volunteer."

THIS WAS OUR 2022-23 TRAINING AND CELEBRATION TIMETABLE FOR VOLUNTEERS:

Event	Date	Time
Equality and Diversity	Weds 12th Oct	10am - 12pm
Improving Sleep	Weds 19th Oct	10am - 12pm
Stress Buster	Weds 23rd Nov	10am - 12pm
End of year Celebrations	Thurs 8th Dec	1.30pm - 3.30pm
General Data Protection Regulations (GDPR)	Weds 11th Jan	10am - 12pm
Safeguarding	Weds 1st Feb	10am - 12pm
Get together	Weds 19th April	10am - 12pm
Mental Health Wellbeing Sessions	Info, dates and times available on additional flyer.	



OVERALL ACHIEVEMENTS

- **Increased our outreach venues and working in partnership with over 10 community venues weekly.**
- **Built on and increased existing lifestyle change activities and social groups to offer a variety of groups across Keighley and surrounding areas.**
- **Established and delivered on the innovative Rethinking Pain project in partnership across Bradford connecting people living with pain to a range of community offers.**
- **Worked in partnership on a range of projects, such as MAST, connecting people attending A&E services to the community health offer, Pathways, supporting people etc.**
- **Increased our focus on measuring impact and understanding the difference to the individual.**
- **Led on the Mental Health Connect project, supporting clearer navigation and increasing community offer for local mental health services.**
- **Connected with a range of partners, built on local partnerships and identified local resources, needs and gaps.**
- **Increased our community engagement activities, developed a new user engagement group.**
- **Piloted a new Blood Pressure Connect project to help identify people with high blood pressure and offer a range of projects to help reduce/manage this.**
- **Improved our community building and underwent refurbishment of the building to create a fantastic local space.**



WITH THANKS TO FUNDERS



TRUSTEES

Pam Essler

Susan Bartlett

Fran Setter

Jean Hahn

Sharon Orr

John Hartley

James Drury

STAFF, VOLUNTEERS AND OUR COMMUNITY MEMBERS.

