



STRATEGIC PLAN 2017-20 UPDATE

TOMORROW'S WORLD

A look back at 2017/18; laying the foundations for the future

Our three-year Strategic Plan highlighted four core areas of work for the Charity for the period from 2017-20: increasing mental health support; increasing access to advice, information and support; building strong, healthy and connected communities and enhancing our physical activity and rehabilitation programmes. The first year of the Plan has seen teams across the Charity working hard to ensure that the foundations are laid in each of these core areas, building a platform for future growth and innovation in each, while simultaneously continuing to deliver a full range of services to our existing beneficiaries.

This work has included the development of plans, pilot programmes and the launch of new systems and processes. It has also included the roll out of an innovative income generation plan and the establishment of a robust infrastructure to ensure that our income is sufficient and sustainable, and we have the necessary resource to meet our proposed future service provision.

The following key outcomes across each of our four core areas of work highlight some of the achievements of our teams over the past year.



Increased Mental Health Support: 2017-18 Key outcomes

- The development of proposals for the new Harcombe House Recovery Centre: These have included the repurposing of the internal spaces within Harcombe House to incorporate family areas, recreational space and small and larger group spaces for therapeutic interventions. The proposals also outlined plans for the use of Harcombe House's extensive grounds to provide accessible opportunities for all-weather access to outdoor activities and reflective space.
- Partnership with Big White Wall, an online mental health and wellbeing service.
- The provision of telephone contact for beneficiaries with an immediate need.
- Enhanced outreach support on site at fire stations, control rooms and offices.
- Three tier support in the wake of the Grenfell Tower:
 - Fast track recuperation breaks for affected personnel.
 - Outreach support for operational staff and their dependants.
 - Rehabilitation with a tailored psychological support programme.
- A number of targeted psychological support weeks.
- 881 beneficiaries accessed psychological support.
- 96% of beneficiaries who accessed psychological support reported positive change.



Increasing access to advice, information and support: 2017-18 Key outcomes

- The development and implementation of a new telephone rehabilitation service
- The development of a new app, built around the SALASO system, that provides a library of exercises and videos to support beneficiaries at home. This has been complemented with the introduction of text messaging follow-ups for beneficiaries who have attended for rehabilitation
- The development and testing of a new online community system for beneficiaries, supporters and volunteers. This has also led to the appointment of a new Communities Development Lead to further expand and enhance the potential of this new system.
- Successful completion of extensive outreach pilot programmes across the UK. These involved retired fire and rescue service personnel in the South West and operational staff in Scotland.

Strong, healthy and connected communities: 2017-18 Key outcomes

- Closely aligned to increasing access to advice, information and support, the development of our new online community and the successful completion of our pilot outreach projects have proven the need and demand for this new service

- The launch of new telephone contact services for immediate mental health support
- The development of a new Communities Strategy linking face to face and digital developments with the development of volunteer opportunities, governance, training and development
- The appointment of a new Communities Development Lead
- An 11% increase in referrals when compared to 2016/17
- 67 beneficiaries involved in the outreach pilot programmes



Enhancing our physical activity and rehabilitation programmes: 2017-18 Key outcomes

- Research programmes are now in place to explore beneficiary need and covering issues such as the impact of age on ability and return to work time for operational staff following attendance on one of our rehabilitation programmes
- 80% of attendees on our Health and Wellbeing Programme reported an improvement following their time on the programme

