

Impact and Learning



Collecting Feedback

Listening to feedback is really important to Sheffield Flourish, in order to help us improve what we do together and grow our collective impact. Feedback comes in many forms. Here are some of the ways we have collected feedback:

- Community feedback forms for all events and activities
- Website continual feedback forms and smileys
- Big quiz online survey
- Social media and other ad hoc feedback
- Treejack user journey tool
- Insight panel
- Workshops
- Focus groups
- Stories

Comments from the Community

'I wanted to increase my sense of purpose and of contributing to my community and being a creative content producer helps me to meet these goals.'

'Just being around people who truly understand and do not judge you for having mental health problems is a huge emotional support.'

'It's been great connecting with so many people across various online platforms.'

'I find online tough'

'I think I am more honest and open about myself, more willing to share my past experiences.'

'I take so much strength from talking to people who are going through the same things as me'

'A digital community is great but more info on social gatherings would be great.'

'Like anything Flourish organises it [the meetup] was hugely positive and enjoyable and tackled the issues needing to be discussed head on but sensitively.'

'Really enjoy them [meet-ups], getting to meet people in real life as well as online.'

Survey Results

★ Our online survey results (52 responses):

- 77% feel more connected online
- 85% feel more connected in real life
- 81% feel more confident
- 71% feel more able to self care
- 81% increase in peer support
- 83% feel better about themselves

★ Our on-going community activity feedback results (93 responses):

- 85% gained new connections
- 67% feel less isolated
- 60% feel more confident and self esteem
- 60% increase in peer support and self help
- 81% found out about and got involved in new activities
- 67% learnt about mental health and activities
- 80% learnt new skills
- 42% got involved volunteering
- 26% started or progressed along an enterprise journey

Other Facts and Figures

★ SHEFFIELD FLOURISH WEBSITE:

- 11,329 unique users have engaged with the Sheffield Flourish digital hub since the launch in July 16 up until Aug 17, viewing 86,960 pages.
- The most popular story had 427 views

★ THE GUIDE:

- 12,400 unique users have engaged with The Guide between April 17 and Aug 17
- We have made 1084 referrals to activities and services in Sheffield

★ SOCIAL MEDIA:

- @ShefFlourish twitter account has 1,355 followers and @SheffMHG twitter account has 925 followers
- Sheffield Flourish Facebook has 598 likes

★ ENTERPRISE:

- 5 new enterprise activities have been set up since April 2016.
- 26 people said they had moved along their enterprise journey as a result of connecting with Sheffield Flourish activities
- 10 people attended a pilot enterprise development workshop

★ INCLUSION:

- 58% of survey respondents live with disabilities
- 31% have carer responsibilities

Insight Panel

We set up an insight panel to track the experiences of people involved in the Sheffield Flourish Digital Wellbeing Hub. This involved two sets of semi-structured interviews and one interim online survey. The first interviews were carried out in the early days of Sheffield Flourish and responses were optimistic. Most interviewees talked about [connectivity, value and sense of purpose and belonging](#), and filling a gap in the support available. The second set of interviews, carried out in August 2017, highlighted that being involved with Sheffield Flourish led to an [increase in confidence, an increased sense of value](#) from contributing to a worthwhile cause and an increase in [social connections and social support](#). The interviews also provided some specific and more general recommendations for the future including provision of a physical hub.

'I think it's kind of like a beacon in the dark, because so much is disappearing from mental health services because of all the cuts, despite, you keep hearing of money being invested and in reality is that it's being cut. And to have something new and positive and vibrant appearing in that context is really amazing.'

'It's like being a plant in the desert and you're just like withering away and then someone comes and puts a drop of water on you and you're like wow there is a chance, there is a hope for me.'

'It has given me a lot of confidence, it's given me a lot, I now know a lot of people, I now do things a couple of years ago that I didn't think I could, because it gives me the opportunity.'

Three Highlights

Mental Health Friendly Sheffield Competition

Supported by our partners, in February 2017, we launched a [competition](#) to find enterprising ideas of how we could build a more mental health friendly city. The purpose was to shine a light on our talented community and showcase how many of the solutions to challenges we face do not necessarily lie in institutions but people. We generated lots of interest and 26 fantastic ideas were submitted, some of which have gone on to be realised, e.g. [#WallopofGratitude](#)

UK Digital Charity Leader of the Year 2017

To our complete surprise we were nominated and shortlisted for the prestigious [UK Digital Charity Leader Award](#) and up against some great national charities, we won through a public vote. A great accolade for Sheffield Flourish but also for the idea that digital at its best is driven by people and recognised as an enabler to real life!

The Ripple Effect

Underpinning all our activities is the ambition to increase understanding and challenge stigma around mental health. We hope by connecting people and by sharing stories we can spread the word and influence the wider context. Juliet took part in the first Rotherham Flourish course and shared [her story](#) on the Sheffield Flourish website. Inspired by the story, two students from the University of Sheffield made a [beautiful film](#).

Reflections 1/2

Sheffield Flourish has come a long way since the organisation was founded in 2012. In the period April 2016 to August 2017, the organisation has concentrated on building the digital wellbeing hub and the foundations for growing the scale of its influence and impact.

With over 11,000 people viewing over 86,000 pages since launching the site in July 2016, the site is already being well used. The ongoing feedback and snapshot survey responses about all of the online and real-life activities have been largely positive, with 60-81% of respondents feeling more confident, 77-85% of people feeling more connected, 60-81% feeling they had gained more peer support and 81% feeling they had gained new skills. Digital activities can help people living with mental health conditions, but at their best should be blended with real life activities. This principle has been at the heart of the work of Sheffield Flourish, e.g. sharing real life recovery stories online and supporting the development of a range of real-life activities through social media and the website.

Co-production is the golden thread running through all of Sheffield Flourish activities, from steering the design of the website to delivering creative arts workshops. The outputs of all our activities provide evidence that people are so much more than the mental health conditions they are living with. The 139 Sheffield Flourish stories and other activities reflect a wonderful community of talented writers, artists, gardeners, dancers and so much more.

Activities such as CAST, OASIS, Brunsmeor Awareness FC, Rotherham Flourish, the ADHD Peer Support Group, the Digi-Discussion Group, Sheffield Flourish Meet-ups and Digital Ambassadors workshops play a valuable role in supporting people to feel valued, connected and hopeful. This was reflected in the survey responses and the personal stories which have emerged.

Reflections 2/2

There are also lessons to learn around the complexities of supporting people with mental health conditions, building supportive relationships with other partners, and clear and sensitive communications including about the range of activities happening in our city. As the organisation grows and formalises, there is a need to ensure that accountability to funders is balanced with enabling grassroots activities to provide the nourishing conditions needed for community-building to take place, and for people to move along their own journey of discovery at their own pace. It is important to recognise that it takes the time that it takes to build confidence, connections and skills, particularly where people are really struggling with their mental health conditions and/or other aspects of their lives.

Over the next year, the new version of the Sheffield Mental Health Guide will be co-produced and published, the Sheffield Flourish site and community will continue to grow, as will the existing community enterprises. Sheffield Flourish is now poised to work hard to build relationships and work collaboratively with existing and new community led activities and networks in Sheffield and beyond to co-create the Sheffield Education Exchange.

The context we are living in has become more uncertain and difficult in recent times. An increase in poverty, climate change, digital dangers, hate crimes, and the lack of 'good' employment opportunities, housing, health/care services and trust are all having a deep and detrimental effect on our mental health and society. In a city which has a proud history of activism and community-building, it is vital that Sheffield Flourish – and others who care about building a better future – work fast, hard and collaboratively to challenge stigma and unleash the full potential of all the assets we have in our people and place, to improve lives.

Thank you to everyone who has contributed in so many ways to



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