



Impact Report 2023/24

Reducing inequalities and enhancing
community wellbeing

Canary Wharf by Clementine Aimee, participant,
Ozone creative digital skills project from Frames of Mind

compasswellbeing.co.uk

NHS
East London
NHS Foundation Trust



Contents

About us	4
What we do	6
Our year in numbers	9
Supporting VCSEs	10
What our network says about us	14
VCSE training	16
Funding VCSEs	18
Employment Opportunities: Service User Training & Employment Programme	22
Promoting Independence: Medical Devices	24
ELFT Charity	25
Looking ahead	27



About us

As a community interest company, wholly owned by the East London NHS Foundation Trust (ELFT), we work to support the ambitions of ELFT as the first Marmot Trust, tackling the drivers of poor health with the aspiration of reducing inequalities and improving health outcomes.

Our Vision

We envisage a future where communities across England are not only empowered but also enjoy a high level of wellbeing and equity. Our foundation in both the voluntary, community and social enterprise (VCSE) sector and the NHS uniquely positions us to deliver seamless collaboration between the third sector and larger institutions. This leads to robust health and social support systems, ensuring that every individual, especially in underrepresented groups, has access to the resources and care they need to thrive.

Our Mission

Our mission is to reduce inequalities, enhance community wellbeing and promote social justice. We support the ambition of the East London NHS Foundation Trust to be a Marmot Trust. We work to empower individuals and the VCSE sector through innovation. We strive to bridge these community focused organisations with institutions like the NHS; advocating for holistic health solutions and fostering resilient, supportive environments for marginalised groups.



This year, we have committed to achieving Net Zero emissions by 2030 for the emissions we can control and by 2045 for the emissions we can influence.

Where we work

Compass Wellbeing works across three boroughs in Bedfordshire and 13 in London.



Our History

Over the past decade, we've transformed our organisation to work as an innovative partner and aid in ELFT's mission to improve population health. We use our expertise and local connections to promote holistic, community-focused solutions.

2013: Compass Wellbeing is founded

Compass Wellbeing is created as a community interest company, a subsidiary of ELFT, initially delivering talking therapies in Tower Hamlets.



2015: Innovating mental health service delivery

Compass Wellbeing expands its scope to include community nursing and also develops innovative, specialised counselling and psychology services for marginalised groups and mothers and children.



2018: A change of direction

ELFT acquires the company and our focus shifts to 'Primary and Community Care & Social Justice Services.'

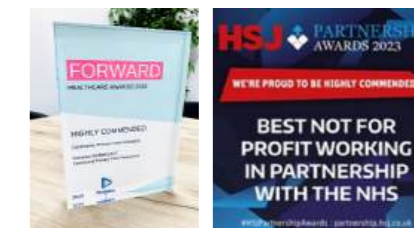


2020-21: Covid response

During the COVID pandemic we ran testing for key workers across Luton, Bedford and Central Bedfordshire.

2018-20: Supporting the NHS

We develop and deliver leadership training to 124 Newham GP surgeries, work that won us a 'Leading Healthcare' award. We begin work to improve services such as interpreting and medical device management.



2021-22: Service User Employment

We launch a number of programmes to support ELFT service users into employment, including free interpreter training and service user work placements.

2021: Supporting the VCSE sector

We begin providing support and training for the voluntary and community sector, securing funding and tailoring programmes to support these essential services.

2022-23: A mission of wellbeing & equality

ELFT announced it was becoming a Marmot Trust and we pivoted our operations to support these aims. We secured over £12 million of funding for our voluntary and community sector partners across this period.



2024: Reducing social inequalities

We have helped shape the trust's work as an anchor organisation across East London, Bedfordshire and Luton, using our community expertise and innovative solutions to reduce social inequalities.



What we do

Delivering on ELFT's commitment to be a Marmot Trust.

In pursuit of its bold vision for improved population health, ELFT is pioneering an innovative approach to become the first NHS 'Marmot Trust'. This tests the boundaries of what an NHS trust can do to tackle some of the drivers of poor health, such as poverty, living conditions and unemployment.

NHS trusts don't usually have the opportunity to influence these building blocks of health, efforts are often focused on reactively delivering clinical care. We've utilised our unique position as an agile arm to ELFT, with deep community connections, to become an essential element in delivering the Marmot principles.

Our work with the voluntary, community and social enterprise (VCSE) sector, medical devices, and service-user employment are all prime examples of the innovation that has come from working through a community interest company.

The contracts we have procured and delivered over the past year have been to directly meet these principles. Our agility as a community interest company can be used to propel real change on behalf of larger institutions.

Marmot Trust

The Marmot principles were originally set out by [Prof. Michael Marmot](#) in 2010. (principles 7 & 8 have been added more recently)

- 1
Give every child the best start in life
- 2
Empower everyone to reach their full potential and control their lives
- 3
Create fair employment and good work *for all*
- 4
Ensure a healthy standard of living *for all*
- 5
Foster healthy, and sustainable communities
- 6
Strengthen the role and impact of ill health prevention
- 7
Tackle racism and its outcomes
- 8
Tackle climate change and health equity in unison



“

Working with Compass Wellbeing has been transformative for our ambitions as a Marmot Trust. Their unparalleled expertise, vast connections, and dynamic agility have been instrumental in our efforts to address the root causes of ill health. With Compass Wellbeing, we are able to reach further into the communities we serve, creating a healthier, more equitable future for all.”

Lorraine Sunduza OBE, Chief Executive Officer ELFT



Our Theory of Change

Activities

Access to funding for VCSEs through ELFT, other authorities and NHS commissioning bodies with an agile, simplified procurement process to ensure organisations of all types can access funds.

Empowering and increasing the resilience of VCSEs through personalised support offering access to development opportunities, training and application support.

Delivering innovative solutions to key ELFT contracts, such as service user employment training and medical device management.

Outcome

An empowered and resilient VCSE sector able to tackle inequalities through holistic, community-focused approaches, whilst ensuring every individual has the access and resources needed to thrive.

Impact

Increased community wellbeing and a reduction in social and health inequalities.

2023/2024 Our year in numbers

£5.4 million

of funding passed to VCSEs

£43,837

funding managed on behalf of ELFT Charity

3,000+

VCSEs in the Compass Wellbeing network

8,000

medical devices serviced

9

service users completed our employability and training programme

94

projects commissioned





Supporting VCSEs

We specialise in providing expert support to voluntary, community, and social enterprise (VCSE) organisations across our footprint. Acting as a vital bridge, we open opportunities for collaboration between these groups, larger authorities and NHS trusts.

By empowering VCSEs to flourish, we foster healthier communities and ensure equitable access for all. VCSEs are able to transcend factors that limit access and experience such as being LGBTQI+, specific religious and cultural groups, looked after children, refugees, families with parents who don't speak English, or other vulnerabilities. Strengthening the VCSE sector enhances capacity, promotes sustainability, and channels expertise into NHS services.

Our efforts enable ELFT to serve as an anchor institution, supporting local services at a time where many are at risk of folding. By supporting ELFT and other trusts in investing in grassroots organisations, we facilitate their journey toward the Marmot objectives.



St Mary's Centre Community Trust

“ Throughout our community mental health transformation programme we have seen the value that investment into the voluntary sector can bring, allowing us to reach populations and organisations who have previously felt excluded or overlooked, and helping us to deliver the vision of the NHS Long Term Plan.”

Richard Fradgley, Deputy Chief Executive Officer, ELFT

Supporting VCSEs meets these Marmot principles:

- 1 Give every child the best start in life
- 2 Empower everyone to reach their full potential and control their lives
- 4 Ensure a healthy standard of living for all
- 6 Strengthen the role and impact of ill health prevention
- 7 Tackle racism and its outcomes

Our approach

We take pride in our personalised approach, forging genuine connections with individuals and organisations throughout our network.

584

meetings with VCSEs this year

£14.5 million

provided in funding to the voluntary sector in the last 3 years

With our dedicated Community Development Officers always on the move, tuned in to the pulse of the community, we're keenly aware of the evolving needs of VCSEs. We respond swiftly and effectively, ensuring we deliver precisely the support they require.

We're constantly striving to unleash the full potential of every organisation we work with. When it comes to managing funds, we put our all into spreading the word throughout our extensive network and providing support tailored to organisations of every size.

Funding & Resource Assistance

Policy Support & Guidance

Capacity Building & Skills Development

Consultancy & Advisory Services

Networking & Collaboration Opportunities

Access to Tools & Resources

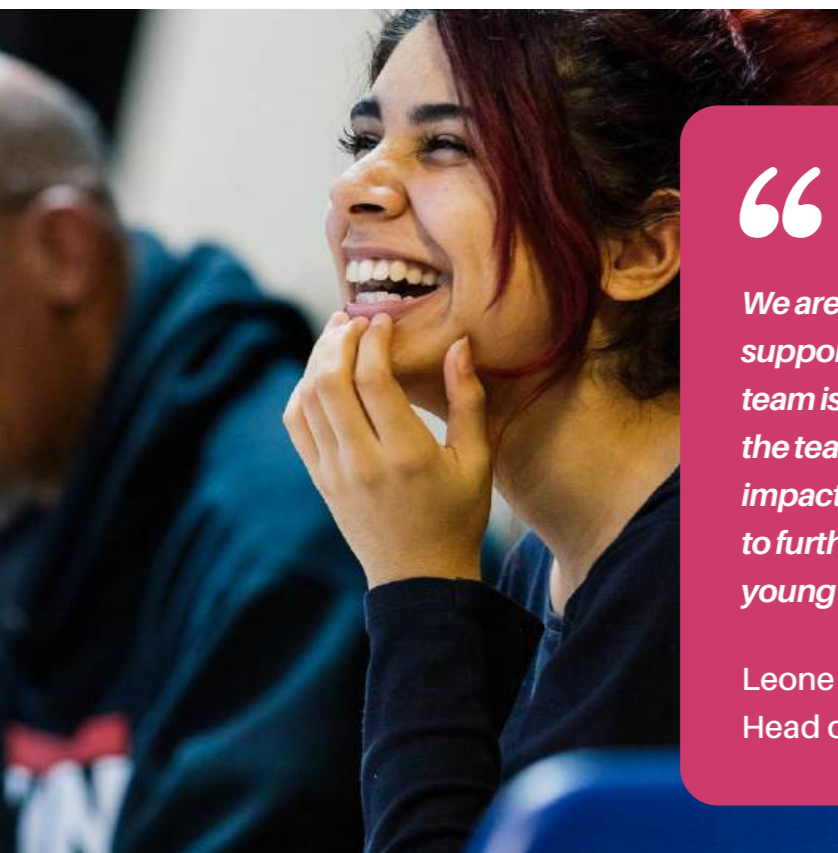




Cardboard Citizens

This year, our efforts have blossomed into numerous new partnerships, including our work with Cardboard Citizens.

Cardboard Citizens creates life-affirming theatre and art with people experiencing homelessness, poverty, and inequity. Thanks to our outreach, Cardboard Citizens were informed about upcoming funding opportunities, leading to a successful application.



“

We are grateful to Compass Wellbeing for their support... Working with the Compass Wellbeing team is a pleasure. We have been delighted by the team's interest in and understanding of the impact of our work and the partnership is helping to further and enrich our longstanding work with young people.”

Leone Richmond,
Head of Development, Cardboard Citizens

Mutual Value: UCL Community Research initiative

We link organisations in our network with PhD or Masters students from University College London.

This mutually beneficial proposition enables organisations to get help with research or evaluation and students get the opportunity to solve real-world problems. We've seen that organisations need help understanding impact and reporting. By building this capacity, we can increase resilience with VCSEs better able to attract funds.

19 VCSEs have been partnered with UCL students (2022-2024)

11 organisations are working with students on Masters dissertations following a research clinic in East London

3 organisations took part in a co-designed evaluation mapping workshop

Alliance-building Conference

In July, we hosted an alliance-building conference in Stratford with great success. The event brought together 179 enthusiastic attendees from our network, as well as NHS trust representatives and commissioners.

The day was packed with engaging showcases, inspiring keynote speeches, and lively discussion sessions, all focused on the power of alliance-building. The message was clear: we are stronger together.

Our mission is to facilitate these crucial connections. We aim to unite the sector, fostering resilience, sharing knowledge, expertise and best practice.



The ability to network was quoted as a key benefit, followed closely by the keynote session on population health.

98%

rated the conference positively

91%

found the conference useful

What our network says about us...

We're incredibly proud of the support we provide to the organisations in our network, but we're always striving to do even better. That's why every year, we bring in an external consultant to gather insights from our VCSE network.

84%

rated the effectiveness of the team as either Very Good or Good

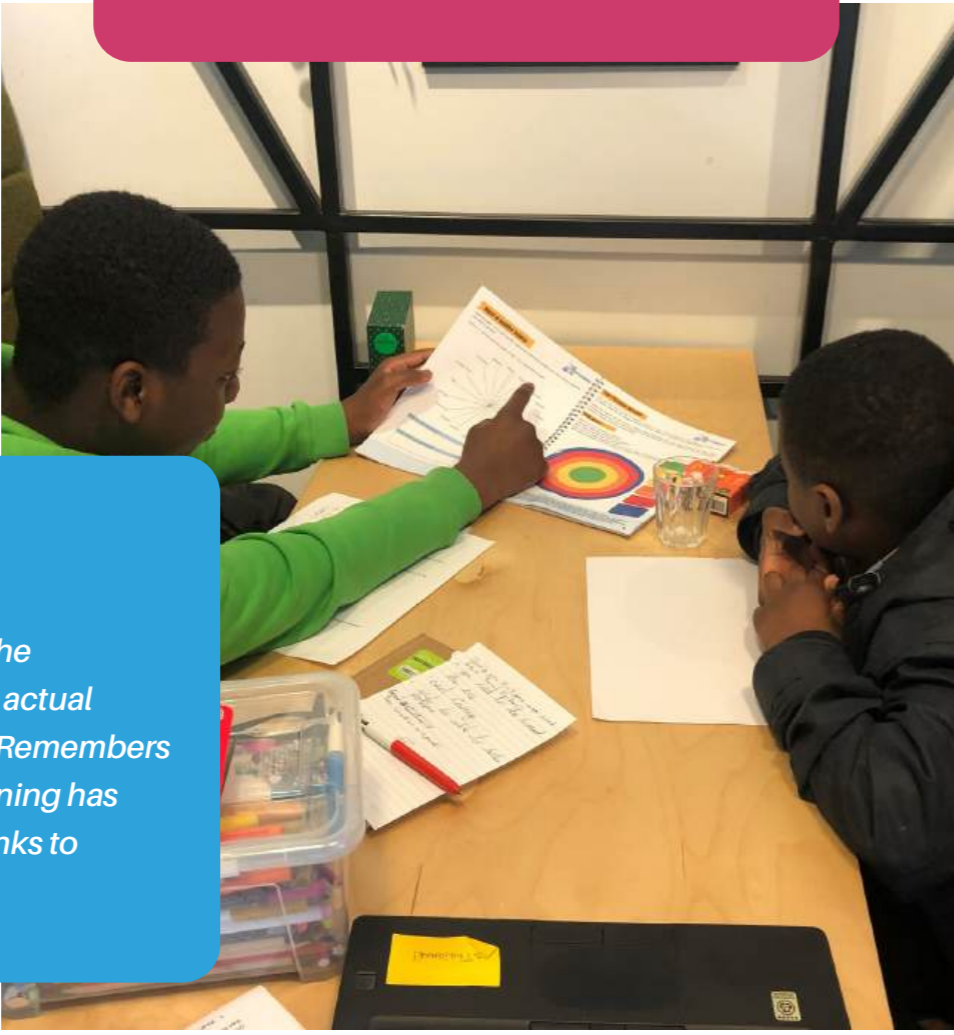
72%

agreed that Compass Wellbeing was either Good or Very Good at promoting funding opportunities

100%

thought that newsletter content was relevant

“
Outstanding! The first funders I've seen who are very proactive. Others have been hard to access and feel like they are doing us a favour by providing support. Compass Wellbeing is in a class of its own.”



The Mentoring Lab

“
Regular newsletters. Appreciate the training opportunities. Good with actual relationships on a personal level. Remembers who we are and what we do... Training has transformed our organisation thanks to Compass Wellbeing.”



Women's Inclusive Team



Forest Farm Peace Garden

Feedback on Compass Wellbeing's application processes

“Compass Wellbeing has taught me a lot about putting in application bids, the language to use and understanding the necessary jargon.”

“Compass Wellbeing focuses on our sector. The process alleviates a lot of red tape. The support process for applicants is very good.”

We've also responded to constructive feedback and now offer an open feedback and learning webinar to go through typical reasons why applications weren't successful in getting funding. We have also reached out in the network to better publicise the facility space we have available.

“
They are all amazing. Very experienced and knowledgeable with regards to our issues.”

“
Being able to represent the needs of the third sector to the NHS/ funders is key to improving our capacity.”



VCSE Training

We provide specialised, tailored training at no cost to organisations within our network.



4.6/5

on the quality of the presentations

98%

said training was relevant to their needs

93%

would attend future trainings

“

Really beneficial for the VCS to have training that is relevant and directly related to our work. Thank you.”

We understand the unique needs of parties across our footprint and source the best trainers to deliver engaging webinars. Our training sessions are designed to enhance the capacity of VCSEs, boost team skills, including HR and fundraising, and discover important approaches to service delivery. By spreading best practice, we're creating a more robust and knowledgeable VCSE sector to enable the delivery of even higher quality services.

The most popular recent sessions:

Getting Started with Chat GPT

Top 10 Tips for Funding Applications

Setting a Project Budget

Trauma Informed Care

Autism and Neurodiversity in the Workplace



“

Brilliant content - very well presented and engaging. Very enjoyable and insightful!”

10

lunchtime training sessions

251

attendees

iLearn

We also offer over 100 free, online professional development courses. We are working to expand the programme to enable ELFT service users to also enrol on these courses. Check out our website for upcoming training sessions and to register for iLearn.

The most popular courses this year:

First Aid

Equality & Diversity

Safeguarding Adults

Domestic Violence & Abuse Awareness

Developing a Business Plan

18

users

74

courses either completed or in progress

“

So helpful and invaluable.”

Funding VCSEs

We've spearheaded the effective distribution of funds from NHS trusts to VCSE organisations, unlocking the sector's ability to deliver vital services and reach diverse communities.

£5.4 million

of funding directed to VCSEs in 2023/2024

Company Drinks



“

I think Compass have been excellent... the application stage has been probably the most proactive funder I've ever seen.... there was a lot of personalised engagement, which is very unusual in the sector.”

By harnessing the strengths of VCSE partners, larger providers can maximise their impact and deliver exceptional outcomes that directly enhance public health.

As a pivotal link in this process, our role is to ensure VCSEs can access these crucial funds while aligning with commissioner objectives. We streamline the application process, provide tailored support, and establish equitable contracting procedures. This approach ensures that organisations of all sizes have an equal opportunity to secure funding and contribute meaningfully to community health initiatives.

To highlight the profound impact of VCSE funding, we need look no further than the **£1.5 million Small Grants Programme** we facilitated on behalf of the North Central and East London (NCEL) Child and Adolescent Mental Health Services (CAMHS) Provider Collaborative.

This initiative distributed funds across **47 organisations**, kickstarting projects that have been taking place across the year. The goal of this funding was to address disparities in mental health care access and outcomes for children and young people. By tapping into the innovation and creativity of VCSEs, we successfully reached marginalised groups often overlooked by statutory services, achieving tangible improvements in mental health support across our community.



Scarabeus Aerial Theatre

“Whenever I come here, the more that I do something I thought I couldn't do, it helps my confidence and that in turn helps my mental health...”

- Scarabeus participant

Scarabeus (image above) used a range of approaches, including mentoring and aerial circus to increase self-esteem.

Evaluation showed that providers highly valued our role in the process, including the personal approach and proactive support offered. They also valued the flexibility in our funding process to really meet the needs of beneficiaries.

“

We felt supported every step of the way and questions were quickly answered by a member of the team.”

Independent evaluation of this contract was completed by Charity Fundraising Ltd, providing strategic and practical consultancy services. The full report can be read on our website.



East London Dance



6,000 young people showed improvements in their mental health and wellbeing

5,800 young people improved their ability to manage their mental health

97% of providers said funding enabled them to support more under-represented young people



Body & Soul

Let's delve into the remarkable achievements of one organisation we proudly supported: **Body & Soul**

Body & Soul, a North London based charity, have been delivering trauma-informed therapy and support to young people for over 27 years. Around 85% of their beneficiaries are from racially minoritised communities.

They secured a grant of **£48,593** to enhance their suicide prevention initiative, You Are Not Alone (YANA). This program integrates Dialectical Behavioural Therapy with engaging workshops in movement, dance, wellbeing, and creative arts. Beneficiaries also received practical assistance tackling employment and housing challenges.

“
You have saved my life, thank you.
”

— Anonymous member

“I've learned so much and I have so much more control over things now. Most importantly, I have been able to come to accept things in my life and kind of move past them. I get on so much better with my family now. I have stopped taking drugs and drinking. I actually sleep which is amazing.”

— Anonymous member

95%

of YANA beneficiaries have not made any further attempts at suicide whilst on the programme

94%

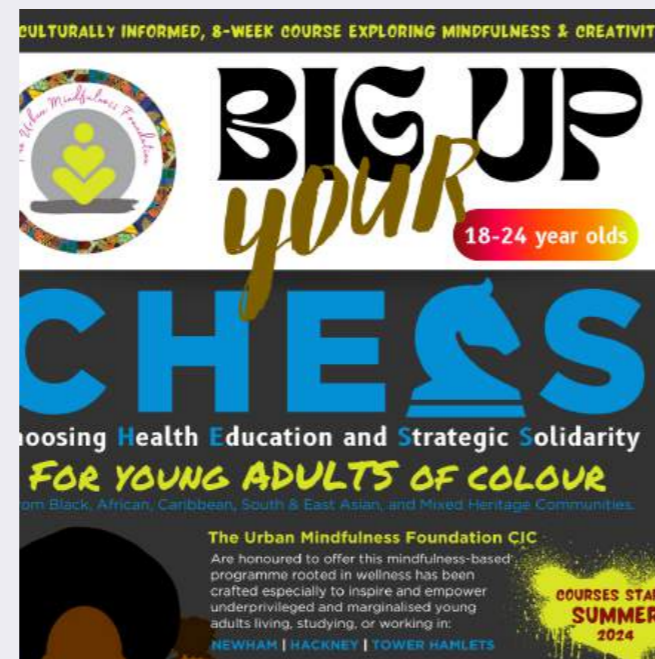
of young people have improved their confidence

92%

are more able to manage difficult relationships

Activities across our network:

1. Healthy cooking sessions, Bonny Downs
2. Big up your Chess mindfulness programme, The Urban Mindfulness Foundation
3. Animation by Cyrus Daley, Frames of Mind
4. Football session at The Hive, Catch22
5. Thrive programme, Power2
6. Bushcraft Bikers, Higham Hill Hub





Employment Opportunities

Service User Training & Employment Programme

Our ability to foster and support talent allows us to also deliver key community services. We are commissioned by ELFT to support service users through our dynamic Employment & Training Programme at our offices in Whitechapel.

Through our comprehensive six-month paid training programme we provide vital support to service users transitioning from inpatient or secure facilities, many with a history of offending. Supported employment programmes are recognised by the National Institute for Health and Care Excellence (NICE) as an essential aspect of mental health care.

For individuals leaving secure services, the transition is often marred by a shortage of opportunities and gaps in key skills. Many haven't held a job and must explore their career aspirations from scratch. Despite these challenges, the desire to work is strong and it is our responsibility to cultivate and support these ambitions.



Supported employment meets these Marmot principles:

2

Empower everyone to reach their full potential and control their lives

3

Create fair employment and good work for all

"Employment has been proven to be an effective recovery tool and therapeutic intervention for those with severe and enduring mental health conditions. Aside from monetary reward, employment is a means of structuring time and provides a sense of worth and achievement, which enhances self-esteem and confidence... it can reduce symptoms associated with mental illness and potentially prevent re-offending, as the individual develops a sense of independence, self-efficacy, and value."

BMJ Quality Improvement Report, 2014

We've created a unique, supported experience for service users to promote and develop the mindset, knowledge, self-confidence and skills to increase employability and drive positive life changes.

100%

of service users saw improvements across all competencies from the start of the placement to the end.

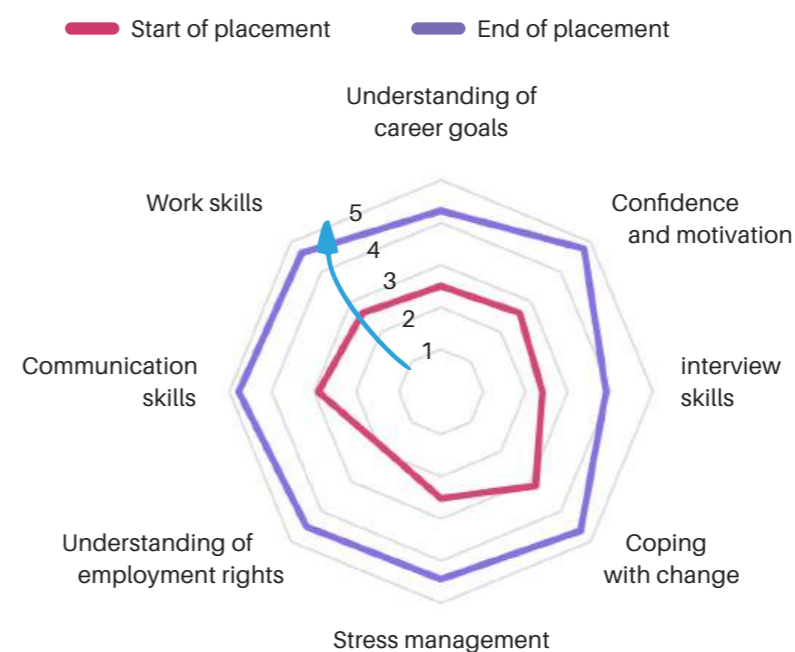
Progress from the start to the end of the programme

Participants chart their own progress assessing their confidence in essential skills. The matrix below highlights the impressive improvements in confidence.

This year we've worked with nine service users.

Each employee evaluates themselves on a scale of 1-5.

- 1- Not confident at all
- 2- Not very confident
- 3- Neutral
- 4- Somewhat confident
- 5- Very confident



"I have found [the training] very helpful. It helped me develop IT skills, graphic design skills using Canva and Microsoft and Excel as well as giving me an understanding of office work and the office environment. It's been supportive and provides me with structure. I enjoyed being there overall. Six hours a week helped me to provide structure and prepare me for a new role. I now work at Redemption Roasters working 16 hours a week... I am looking to do more training and learning in the future in sound and music."

— Rad, programme participant

Promoting Independence

Medical Devices

We're busy promoting healthcare excellence, through our forward-thinking medical device management. On behalf of ELFT, we're managing more than 8,000 medical devices.

8,000

medical devices are featured in our extensive portfolio

100

customised training sessions for over 1,000 healthcare professionals in managing devices & adhering to national safety standards

120

locations

We ensure comprehensive clinical care and governance standards are met across the trust, setting a new benchmark in healthcare management.

We empower every team member, from junior staff to senior healthcare professionals, to embrace the Marmot principles to champion independence and uphold the highest standards. Our management of medical devices plays a crucial role in delivering impactful patient care. Through an innovative approach rooted in education, sustainability, and community support, we ensure device users retain dignity and autonomy, fostering a healthier standard of living for all.

Innovative Technology Utilising advanced cloud technology enabling precise, live tracking of all devices ensures optimal efficiency.

Unified Strategy We're a single provider servicing all trust devices, simplifying a previously complex process.

Tailored Support Bespoke training and assistance to meet diverse service needs and device types with a dedicated account manager and on-site engineers.

Sustainability We use electric vehicles and purchase from local enterprises and have a target to be carbon neutral by 2040.

“Compass Wellbeing has significantly improved the efficiency of our medical device management. The team has a true commitment to excellence and their approach has not only elevated our healthcare services but established them as an indispensable partner in achieving exceptional patient care.”

— Lorraine Sunduza OBE, Chief Executive Officer, ELFT

2 Empower everyone to reach their full potential and control their lives

4 Ensure a healthy standard of living for all

ELFT Charity

We've teamed up with ELFT to take the ELFT Charity to new heights. This new charitable arm was set up to propel ELFT's impact across its six boroughs, and with its ambition to reduce health inequalities, it made perfect sense to bring it into our network.

The charity empowers ELFT staff to find gaps in service and submit applications for projects that are important to communities. These projects go on to create proof of concept that can then better services at scale.

Healthier Wealthier Families:

Tackling child poverty by helping families secure benefits they are entitled to. Over the past year, nearly £500,000 in benefits have been delivered across 72 families.

Expanding Horizons Theatre Trip:

Helping a group of teenagers with learning disabilities attend a theatre production of Cinderella - some of whom had never left Newham.

Employment Support:

Launching a two-year Employment Support programme with NHS Charities Together to help hundreds of mental health service users overcome disadvantages worsened by the pandemic.

Our work at ELFT Charity meets these Marmot principles:

- | | | | |
|---|--|--|---|
| 1 Give every child the best start in life | 2 Empower everyone to reach their full potential and control their lives | 3 Create fair employment and good work | 4 Ensure a healthy standard of living for all |
| 5 Foster healthy, and sustainable communities | 6 Strengthen the role and impact of ill health prevention | 7 Tackle racism and its outcomes | |



£43,837

across 33 projects

Grants ranged

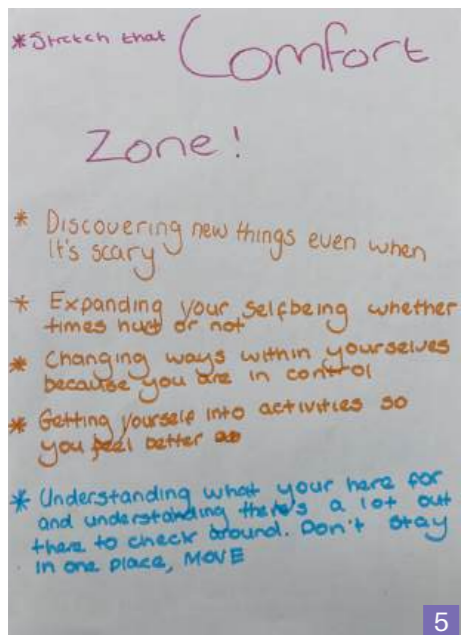
from **£150**
to **£9,000**



“

The impact on my daughter was profound; she returned from the trip with newfound confidence and a sparkle in her eyes. Such experiences are invaluable for our special needs children, who often face limitations in participating.”

- Letter from a parent, Expanding Horizons



Looking back on a busy year...

In this year's Impact Report we have celebrated Compass Wellbeing's uniqueness. As a Community Interest Company we're able to be more agile than other parts of the NHS, but yet we draw on our links with larger authorities, the NHS - particularly ELFT - to benefit our local communities. Whether through the innovative medical devices service, our stewardship of the ELFT Charity, our fantastic service user training and employment programme, or our collaborative relationship with the voluntary and community sector, our commitment to social justice and tackling the wider determinants of health and care shines out.

The wide range of projects and initiatives captured here reflects the innovative ways in which we fulfil this mission. The range of voices in the report represents the diverse partners we have alongside us: from large health and statutory sector organisations to small grassroots community groups, from medical professionals to community representatives and health service users. All these partners have played a crucial role in our work this year.

None of this could have been achieved without the hard work of our small staff team, our Board, and the support of ELFT. I'd like to pay particular tribute to our former CEO, Dr Mohit Venkataram, who led the organisation for almost six years until March 2024. His inspirational leadership was instrumental in developing Compass Wellbeing into the thriving organisation it is today.

2024/25 promises to be a year of exciting change for Compass Wellbeing. We have refreshed and redefined our mission and purpose to align with ELFT's ambition to be a Marmot Trust. This summer we will appoint our new Chair, and I will work with them to expand the membership of our Board and appoint a new permanent Chief Executive in the autumn. Please get in touch if you'd like to be part of our journey.

— Simon Hall, Interim Chief Executive

1: Face It, Khulisa - 2: Mental Health Hub, The Trauma Healing Collective - 3: Physical fitness and wellbeing, Bonny Downs - 4: Key Changes - 5: Mind over Matter, 4 Young Minds - 6: Navigate, East London Dance



Reducing inequalities and enhancing community wellbeing

Get in touch:

020 3827 7580 | info@compasswellbeing.co.uk

www.compasswellbeing.co.uk



FORWARD HEALTHCARE
AWARDS 2022

WINNER



LONDON & SOUTH
EAST ENGLAND
PRESTIGE AWARDS
2023/24 WINNER