

Report back to The Funding Network

1. Name of your organisation and date funded by TFN:

Mosaic Clubhouse

2. What was the project you sought funding for from TFN?

What are its aims and objectives? Have these changed since receiving TFN funding?

Aim: The project will increase the IT and online skills of adults with severe and enduring mental health problems (schizophrenia, bipolar, major depression) in Lambeth to improve their health and wellbeing.

Objectives:

The objective of the project was to invest in 6 new PCs to allow us to:

1. Continue improving members' basic IT skills by hosting a 1 year IT courses to 12 people per year in each of the next (five) years at Mosaic Clubhouse in partnership with Lambeth College, who have funding to deliver the course.
2. Provide training by Health Locker staff at Mosaic Clubhouse on these new computers for up to 30 members in year 1. This training, which will involve members in co-designing and running the project, will be funded by South London & Maudsley NHS Trust. Thereafter, we anticipate that 30 members per year in each of the next five years will be trained in the use of My Health Locker.
3. Increase members' chances of finding and securing employment and further education opportunities through access to computers for CV writing and search activities. We expect 65 members per year to secure education and employment outcomes over the next five years.
4. Allow more members to build their skills by participating in daily Clubhouse tasks using PCs.

We wanted funding to increase our capacity to teach information technology skills to our members, the most popular request from the people we work with. IT literacy is a big issue for people living in poverty with poor educational histories. We also wanted to increase our partnership opportunities such as my health locker, IT literacy courses, job searches and employment opportunities

Our aims and objectives have not changed since receiving the funding and access to computers and improving their IT skills continues to be a priority for our members. We have recently had new members asking us for help with using Universal Job match, Jobcentre Plus's online job search tool. Some of these members don't even know how to turn on a computer but are being told, by the Jobcentre, that they must use it to look for work. In some cases members are being told they must apply for up to 30 jobs a week or risk losing benefits.

This is an example of where the funding we received through the funding network has been invaluable to help support these individuals access this website.

3. Were you able to do this work as you described it in your application and presentation?

Yes

What evidence do you have for the success or failure of the funded project?

1. We were able to buy 6 new PCs so that people no longer had to share. This has enabled many more members to improve their confidence and skills by participating in the daily unit tasks at Mosaic, using PCs. It is impossible to give a precise figure but, as an indication, at the beginning of the project we were seeing around 60 members daily, we now see an average of 80. Since the beginning of the project we have supported **531** members and I would expect at least 60% (**over 300**) of them to have benefitted from this project in some way – see below for more detailed outputs.
2. **13** people have improved their IT skills through attending the IT literacy classes run by Lambeth College.
3. **31** people have gained access to their online health records via Healthlocker to assist them in managing their recovery.
4. **43** members have increased their chances of finding employment through job skills workshops at Mosaic. This includes 30 workshops and 88 attendances. In addition, peer led one to one support and job skills workshops have benefitted another **46** members.
5. Our newsletter is now of a much higher quality as we have an editorial board of members who are all skilled in the use of technology to produce it.
6. Peer led activities are on the increase, with many members prepared to share their IT skills and talents for the benefit of other members, through weekly member led workshops. In addition the workshop leaders develop their own confidence and skills through delivery of the workshops. These have included:
 - Computer drop in – **55** members attending
 - Database workshop – **13** members attending
 - Facebook workshop – **17** members attending
 - Prezi Workshop (Presentation software) – **5** members attending
 - Job skills workshops – **7** members attending
7. Member led one to one support with employment and education - in addition to the above **39** members have improved their chances of accessing employment and education through the one to one support of their peers with things such as applying for jobs and CV writing.

4. If you were not able, please explain what happened and why?

Can you quantify any changes? Eg ...expanding number of employees, number of projects, geographical scope.

5. Can you measure, assess or describe the change that happened as a result of this work?

What actual change did the funded project generate? What proportion of the project/work did TFN fund (eg all/x%)?

As a result of the work funded by The Funding Network **107** members have Employment, Education and Training outcomes.

Education and training outcomes improve members' confidence and skills leading to hope for the future and improved mental health.

27 of the above members achieved paid employment outcomes leading to improved self esteem and improved mental health. It is well known that '*Employment is good for mental health and well-being*' (Royal College of Psychiatrists (2008). *Mental Health and Work*. London) and that '*Lack of work is detrimental to health and well-being*'. (Waddell G & Burton AK (2006). *Is work good for your health and well-being?* Norwich: The Stationery Office.)



We have a young people's group who manage all our social media and produce and edit videos for our website. See our new and improved website at:

www.mosaic-clubhouse.org

We are now also very active on Facebook and Twitter – see website links.

Our AGM got immense praise by external visitors as technology was used by all the departments in the service to showcase their successes.

Our newsletter is much higher quality and has more member involvement.

We are now responsible for updating the Living Well Collaborative website since March 2014

At the time we did the presentation (Jan) we had 60 people per day attending Mosaic, this has now gone up to 80 people per day because the service is so popular.

The Funding Network funded **100%** of the project.

6. As a result of presenting at TFN, did you experience any of the following;

new subscribers to your mailing list - maybe one or two
new volunteers to your organisation - no, a couple of visits though
further funding from individual donors - clothes were donated
further funding from institutional funders - no
an introduction that benefited your organisation (e.g. to an individual, business or other organisation) - promises were made but not delivered sadly
other benefit (please describe) - massively positive impact on morale that we were being listened to and taken an interest in (doesn't happen to mental health projects very often)

7. Could you give us an estimate of how many people have been reached by the TFN funded project/work and by how much?

Since the beginning of the project we have supported **531** members and I would expect at least 60% (**over 300**) of them to have benefitted from this project in some way. See section 3 above for a more detailed breakdown.

8. Can you tell us any personal stories to highlight the value of funding from TFN?

See below

9. Since presenting at TFN, has your organisation undergone any significant change(s) which our donors would be interested to know about (these changes do not need to be related to the experience of presenting at TFN).

Mosaic was shortlisted for a number of awards in 2014 and went on to win the 'Collaboration Award' in **The 3rd Sector Care Awards 2014** and achieve 'Highly Commended' in the **Charity Awards 2014**.

The Clubhouse model proves its success again and again and has recently led to our American counterparts, Clubhouse International and Fountain House New York (the first ever Clubhouse),

being selected as co-recipients to receive the 2014 Conrad N. Hilton Humanitarian Prize! The \$1.5 million award, the world's largest humanitarian prize, is presented to organizations that are doing extraordinary work to alleviate human suffering. We are extremely proud to be part of this network.

10. Do you have any other comments regarding TFN funding?

It was a very positive experience, a very welcome donation and will have an impact over many years for our members.

11. Can you please include any relevant photos or clips that may relate to the project.



Click here to view our short video: [Why we love Mosaic Clubhouse](#)



Testimonials:

Member 1: LF

I joined Mosaic Clubhouse 6 months ago and I have been in the Business and Administration Unit since. I have learnt various tasks in:

- Reception
- Administration
- Communication
- Database and
- Social Media

In Social Media I have updated Mosaic website with help from Lena and edited Facebook with Katie. I have downloaded pictures to PC and used an Apple Mac for Video Editing and Production.

Instructed by Jonathan and Ade, I've worked on the Apple Mac Imovie application for video editing 3 or 4 times. Using a template and with just a little knowledge you can produce videos that look professional.

The application is easy to manage using the mouse to drag and drop screenshots. Editing is a little trickier because you have to remember your command functions but with practice this is also reasonably achievable even if you have not used it before.

I must confess, I have done some video editing in the past, so for me it was just a matter of remembering.

I found it enjoyable as there is so much to learn. Being in B&A has helped me to get back to a working environment at my own pace and it is helping me to recover from what has been a traumatic experience.

Member 2: SP

November 2014

I've been a member here since March 2014 and I'm here to share my story of my journey with Mosaic. I would like to say that I have always suffered from depression all my life, I was always behind at school in all my classes and hated it and had suicidal thoughts. In my teens I took an overdose.

I grew up in a working class community where if you were depressed or had a problem, people would say "you'll be alright, go to the pub and have a drink, you'll feel better tomorrow", I started drinking a lot. In my 20s I got into a bad state and took another overdose. I carried on drinking a lot through my 20s & 30s and was so deeply depressed that I tried suicide again in my 40s.

My story starts last year when I lost my job as a painter and decorator, from there I went into a really bad depression because I couldn't find any work. I was going to the job centre and because of my lack of computer knowledge and skill (I didn't even know how to turn on a computer), and my spelling difficulties I felt lost. The job centre kept telling me "everything's on the computer, CVs, jobs, information" when I said I didn't know what to do they said "go to the library and get help", "ask

friends for help". It's very hard to ask friends when they're busy, the library wasn't helpful either, it was like banging my head on the wall, and this made my depression worse, I felt so depressed I didn't want to go to the job centre any more.

I went to my GP for help and he raised my dosage of anti-depressants from 20mg – 40mg. I didn't want to leave the house; I had no motivation I couldn't go to the job centre any more so my benefits changed from job seekers allowance to employment support allowance. This meant that I could hand in my sick certificate instead of going to the job centre. My GP recommended that I see the therapist at the surgery, I went along to see her and she recommended some groups and I went to the group sessions but the sessions didn't help me and I felt worse. Then my GP gave me a leaflet about Mosaic and the number, he said to ring them and they could help me with my problems.

I rang Mosaic and spoke to one of the staff, Damien, who was very helpful on the phone when I told him my problems and I felt by speaking to him on the phone and the way he was talking was really helpful. The next day I turned up at 10.00, met with Damien, told him about my literacy problems and my computer problems and straight away he talked to the lady in charge of the literacy class and got me in on the next Tuesday. The meeting went really well and I felt really good about the place, the atmosphere and the welcome I got. The following week I started the literacy class and then I started to work in the kitchen, because I thought that would be a good place to start – because I have done a bit of kitchen work before.

I started to come to Mosaic more often, once or twice a week and then after that I used to come every day, working in the kitchen and it was really good. I had something to get up for and out of the house and then from the kitchen I advanced into E & E (education and employment unit) and this was really good because they helped me with my CVs and I even started getting some interviews. My confidence really grew and I even spoke at some meetings about my problems, whereas before I'd be really embarrassed to talk about problems. By coming to Mosaic and meeting other members and talking to them it's really helped me advance in my confidence, my computer skills have improved 100%. I can now open the computer, send CVs and copy and paste documents. Through Mosaic I had a dyslexic test two weeks ago and they have told me I have problems with reading, writing, spelling and memory. I now have to have a three hour test hopefully in the New Year.

From there my confidence has got so good that I have joined the local Mind & Soul choir and I have volunteered at the Maudsley to help with 1:1 with old people and I've been invited to help with their Christmas dinner on the 8th. Hopefully in the future I'll be doing more voluntary work on a 1:1 basis. I'm starting a two week course (10.00 – 3.00) in customer service which will be good for my CV.

My goal is to get full time work in the New Year and maybe one day help people with mental health conditions as a peer supporter because of my experience. One day I would like to have full time work in the mental health field.

Member 3: KF

I have been attending the computer drop-in class and I have learnt how to use the computer to write out letters. I have used the computer to write documents exactly the way it appears on the book. I have learnt to create an email account. It has improved my typing skills. I have learnt to use instructions on the computer such as saving documents opening files, closing documents.

Computer drop-in is on Fridays at 10-12pm. It is lead by volunteers with good computer skills who

are willing to help others, if you would like to be a helper, or learn new computer skills, please come along.

Member 4: GP

As you already know, I have followed your suggestion to share my skills & knowledge on database entry with other members, running a Database Workshop of 4 days at Mosaic Clubhouse.

This is to confirm that we have successfully completed the Database Workshop today. I have trained others members in the Data entry on the following: Attendance - Day 1, Outreach - Day 2, Internal Events - Day 3 & Offsite Activities & Internal Event - Day 4.

Also, they have been practicing their new skills on Data entry with real exercises on Mosaic Database.

I would like to recommend to the members that can not properly use the computers, to take some basic Computing Classes to improve their skills in using computers, previous to start any other Database Workshop. That new knowledge, for sure, will improve their performance in the Workshops.

Thank you so much to facilitate & encourage me to helping & training other members on this Workshop. I felt happy & satisfy to support other members. Also, I did appreciate the Technical Support with the Lap Tops by the B & A staff, while I ran the classes. It was key for our performance and learning.

I hope you will be pleased with the positive outcome from the Database Workshop at Mosaic Clubhouse.

Best regards & God Bless You All,

