



CREDO

EVALUATION OF SERVICES

SUMMER 2009

**Undertaken in conjunction with the Oxleas NHS Foundation Trust
Multi-Disciplinary Clinical Audit Team**

Credo is proud to be funded by:



.... and supported by:



CREDO – Evaluation of Services
July 2009

EXECUTIVE SUMMARY:

In spring/summer 2009, I undertook an Audit of Credo's work, in partnership with colleagues from Oxleas' Multi-Disciplinary Clinical Audit Team.

This involved preparing and sending out questionnaires to 4 different groups of people who have been involved with Credo:

- Past Credo members
- Current Credo members
- Beneficiaries of Credo's outreach projects in the community
- Health care professionals from within Bromley and further afield, as well as community organisations and Bromley Council personnel.

At the back of this report are appended the individual survey responses.

An incredible 97% of professionals canvassed stated that there was a continuing need for Credo's work and recommended a number of ways forward:

- "more outreach projects in the community" (45%)
- "extra Credo days" (37%)
- "helping to set up Credo in other boroughs" (18%)
- the need for Credo to operate 5 days a week

Credo staff and Trustees will be meeting to discuss future plans and ideas that have been raised by this Audit. Our discussions will then be taken forward with other colleagues outside Credo.

When you work with an organisation, you evaluate what you do and you believe that you are doing what people want. With such a wide-ranging Audit as this, Credo has been given a very clear "thumbs up" from the service users it supports and the partnership organisations it works with.

I would like to extend my thanks to my colleagues in Oxleas' Multi-Disciplinary Clinical Audit Team (Jane Moore, Trelawney Shaw and Manal Saweris) who have provided such great advice, help and practical support throughout this piece of work.

Grateful thanks are also due to our funders and supporters, whose logos appear on the front cover; and to our Gift Aid supporters and donors.

Thank you also to everyone who responded and who had such high praise for Credo's work. My colleagues and I are spurred on by your support and kindness.

Jan Lovett
Project Officer
Credo

Background:

Credo is a Bromley-based registered charity. Established in 1998, it uses creativity with clay to support adults who live with mental ill health return to work, further education/training or volunteering. The project provides a bridge between leaving hospital after a period of mental illness and returning to “normal” life. Credo members are referred by a health care professional and are interviewed by Credo staff to ensure that this kind of creative support will benefit the service user. When accepted into Credo, a review of the individual’s progress is held after 3 - 4 months to ensure they are happy and receiving the support that they required. Credo’s qualified ceramicists lead members through a 3-tier qualification in ceramics, which is detailed and thorough. By working together, learning and developing basic work skills together, receiving support and supporting each other, Credo members regain their confidence and self esteem, so that they may move on to employment, further education or training and volunteering.

Credo has operated from the Bromley Mind workshop at Anchor House, Orpington since the very beginning. In 2006, Credo set up its satellite project at Yeoman House, Penge. The need for the Penge operation was confirmed by Credo running outreach projects in the north of the Borough, where it was discovered that 50% of mental health service users live in the Penge/Anerley area. Thanks to The Big Lottery Fund (2006 – 2009) Credo’s Penge operation is no longer seen as a “satellite”, but as a fully-fledged establishment in its own right.

Over the past 2 years, Credo has developed further by running outreach projects in the community: “The Skylight Project” in partnership with The Bromley Community Drugs Project; “A Movable Feast I and II” both funded by The Big Lottery Fund ‘Awards for All’ initiative; “The Patio Dining” project funded by Oxleas NHS Foundation Trust and, as a result of these successes, further outreach projects are planned and about to commence.

Credo is staffed by 3 part-time employees; one is seconded to Credo from Oxleas NHS Foundation Trust and is a Band 5 Technician. She works at Green Parks House and runs occupational therapy there for in-patients. Two other members of Credo staff are the Outreach Project Worker who is a qualified ceramicist and the Project Officer. These two posts have been funded by grant givers – namely, The Big Lottery Fund and The City Bridge Trust. Credo receives no statutory funding from either local or national government.

Audits have taken place in 2001 and 2005. It was felt that the time was right to conduct a wide-ranging audit, involving the views of past and present Credo members, those who have benefited from Credo’s outreach projects in the community and health care professionals both from within the London Borough of Bromley and beyond. We wanted to know whether, in their opinion, there would be an increasing need for the services that Credo provides, or whether mental ill health is on the decrease and therefore Credo would no longer be needed. In order to develop further the services that Credo offers, we wanted to know what people felt we did well, or not so well; how we should develop future services and what people wanted from Credo.

We sent out 198 questionnaires and the return rate was 42.4%, which is excellent.

Aim:

- To evaluate the effectiveness and usefulness of Credo to its current members and the outcomes for members on leaving the project
- To evaluate the key benefits to individuals of participation in Credo and the impact that Credo has on individuals' well-being
- To evaluate the effectiveness and usefulness of Credo to those who benefit from its outreach projects in the community
- To ascertain if there is a continuing need in Bromley for Credo and if there are opportunities beyond the Bromley borders.
- To demonstrate to funders the benefits that Credo brings to the people it serves

Objectives:

- To evaluate the effectiveness and usefulness of Credo's regular workshop sessions at Orpington and Penge (including involvement of Occupational Therapist support in interviews; goal setting, regular reviews)
- To establish from outside organisations and those who benefit from Credo's outreach projects in the community their views on Credo's work
- To provide current and future funders with an overview of Credo's work in the community and the continuing need for Credo in Bromley
- To evaluate the development of basic work and social skills and self confidence leading Credo members towards appropriate employment or training
- To evaluate Credo's effectiveness in helping members to "move on"
- What areas Credo needs to amend or further develop

Methodology:

Method: Questionnaire-based evaluation. Retrospective audit through service user questionnaire

Sample: All current Credo members, external partnerships, organisations and statutory bodies, those who buy into Credo's ideals.

Period: Snapshot

Source: Current members

Tool: Different questionnaires for different target audiences who have interacted with Credo

Standards:

Credo Operational Standards and terms of reference.

Results:

Past Credo members were written to. They had left Credo 2 – 3 years ago and this would give them time to have “moved on” with their lives and be able to reflect back on their time at Credo.

Those who responded had all attended Credo Orpington (100%) and the majority were aged between 30 and 39. Interestingly, the respondents were all female and 88% stated that their ethnicity was White. They had attended Credo for between 6 months – 1 year and 50% had heard of Credo through a health care professional. On joining Credo, 88% said they had an interview and needs assessment and 72% found this ‘very useful’. A further follow-up at 3 – 4 months was had by 38% of respondents, but another 38% were not sure, and 25% said they had not. They were evenly split, with 33% saying it was pretty useful – very useful. A total of 88% said that they felt the Credo induction programme was ‘very useful’. And 100% said that Credo had met their needs very well.

The top four benefits of being part of Credo to past members were the “*supported environment*” (22%); “*developing creative skills*” (19%); “*meeting people*” (19%) and “*more confidence*” (13%). If extra sessions with Credo had been available, 63% said they would like to have attended.

Looking at where people moved on to after Credo, 25% said they moved into voluntary work; 13% joined another work project; 13% did nothing, and then equally split, with 13% each were paid full-time work, paid part-time work, attending a day centre or clubhouse or caring for the home.

In total all 100% said they had been very satisfied with their experience of Credo.

“I believe Credo started me on the road to my recovery. Thank you all”.

“Just keep up the good work and hope other people benefit from the project, just as I did”.

“I loved the freedom we had to create our own objects and all the support for that; although sometimes, because of my personality, I felt the need to be given tasks. But this is not a criticism. On the other hand, I believe this project is admirable, as is everyone that has run it. Many thanks to you all”.

Current Credo members from both Orpington and Penge were surveyed, including those who attend the Wednesday afternoon Bromley MIND ceramics' session. There were 85% of respondents from Orpington and 15% from Penge. Their ages were a mixture, with 25% being in the 30 – 39 years' category and another 50% in the 50 – 60 years' bracket. Sixty percent were female, as opposed to 35% male. Their ethnicity was mainly White (85%). They had been with Credo over a wide range of time – most of them had been with Credo for between 2 and 3 years. This gives an idea of the nature of mental ill health; it does not move on an upwards trajectory and there are backwards steps made in people's recovery.

Fifty percent said they had first heard of Credo through a health care professional and 85% said they had had an interview and needs' assessment. Of the 15% who said this was "not applicable", this would have been reference to the Bromley MIND sessions, where interview is not necessary because it is a drop-in session.

87% said they had had a review of their needs after 3 – 4 months and all said it had been very useful. 94% said that the Credo induction programme had been helpful to them and 95% said that Credo has met their needs. When asked how Credo had helped their recovery from mental ill health, 100% said that it had helped them. The most important benefits for them had been "*being part of a team*", "*developing creative skills*", "*improved self esteem*", "*Meeting people*" and "*more confidence*". Items that scored lower were sales and exhibition skills, planning and new office skills.

When asked if they would attend more Credo sessions if these had been available, 60% said they would.

In terms of moving on, 24% would like to move into voluntary work, 20% into paid part-time work and 12% into paid full-time work.

Overall, 95% of current Credo members are very satisfied with their experience of Credo.

"Let's spread the word and get Credo out there. I don't know how I would have managed without it – a fundamental part of my recovery, I would say. Thank you".

"I love Credo. I am not pushed beyond my abilities and it makes me feel I can still give a bit to the working world, even if it is only a bowl or vase I make that can be sold to pay for more clay".

"Credo makes you feel welcome every session. At Credo you can be yourself, you are always accepted, you can achieve making a piece of work, even when your health is poor, because of the excellent help".

Beneficiaries of Credo's Outreach Projects

We sent questionnaires to all those who had benefited from Credo's outreach projects in the community, who may or may not have a diagnosed mental illness. A number of beneficiaries are carers, who look after others and who are seen as a priority for both Oxleas NHS Foundation Trust and Bromley Council. Ten percent of those within this group were from the Bromley Community Drug Project, so were service users with dual diagnosis.

With regards to the background of the outreach beneficiaries, 76% were aged 60 plus and 86% were female. They were mainly relatives or spouses of people who experience mental ill health, so the effects of caring for someone with mental ill health can be seen clearly in this group. They were all from the Bromley borough and they all said that the course location was a very important consideration.

The majority (62%) were relatives of people using mental health services; another 14% were the spouse of such a person, while 10% were service users themselves. This demonstrates how much mental ill health spreads out and affects extended families. They heard about the outreach project from a healthcare professional, friend or through a newsletter or personal invitation letter sent by our partner organisation. Few heard of us from our outreach recruitment posters.

During our outreach projects, we always have guest speakers who come along to either provide support on signposting ways to continue being creative elsewhere; or who provide pathways to volunteering, education/training or employment. These speakers were deemed by all to have been "very helpful".

In terms of hearing about Credo before participating in one of our outreach courses, 57% said they had never heard of Credo before joining one of our courses, whilst 43% had heard of us.

The ways in which Credo's outreach project had helped them were: allowing time for themselves (26%), making new friends (24%), helping them to develop confidence (17%), providing a supportive environment (17%) and developing skills (15%). All of them found their experience with Credo very helpful indeed and 95% said they would recommend Credo to a friend.

It was interesting that, amongst their comments on what Credo could do better, these could all be seen as "back-handed comments": they wanted more or longer sessions; to start earlier; wanted the course to continue; more advanced ceramics lessons; one or two lessons more.

"Thank you so much for the course. I was able to immerse myself in a craft and forget for a while about the horrible stuff..... wonderful".

"I look forward to any other courses that might become available".

"Need more Credo classes for carers, as carers need to get out of their environment and have time to do something for themselves, which Credo does".

"I think they provide a useful service and should have more funding from the local Council".

Health Care Professionals received their own questionnaire, as they would see Credo from a professional perspective that would be different to the other user groups.

Sixty percent of professional respondents were from Oxleas NHS Foundation Trust; 14% from Bromley Council, 14% were health professionals from outside Bromley and from around the UK, while 11% of respondents were from Bromley-based community organisations.

They had worked with Credo through a number of ways: 31% had worked with Credo staff, 20% had attended either a Credo exhibition or sale, 18% had referred a service user to Credo, 15% were professionals from within one of our outreach projects' partnership organisations. Many of them had known Credo for a considerable number of years, so would be in a position to "chart" Credo from its origins.

When asked how useful they felt Credo had been in aiding people's recovery, some 50% said that it had been useful/very useful, whilst 46% did not state. This could be because they had no direct involvement in referring service users to Credo.

In terms of the professionalism of Credo staff, 92% said it was very good/good.

Interestingly, when asked if they saw a continued place for services such as those offered by Credo, an overwhelming 97% said they did see a need for such services to continue.

In order of preference, they felt that Credo should offer "more outreach in the community" (45%), "extra Credo days" (37%) and "helping to set up Credo in other boroughs" (18%).

The satisfaction rate with Credo amongst health care professionals was very high, with 89% "Very satisfied/Satisfied".

The other areas where professionals felt that Credo's services would be useful were in:

Information sharing; social networking; pathways to work; public education; providing daytime structure; social inclusion; development of artistic talent; experience of team working; friendships; support for carers, younger adults and those with disabilities; developing ceramics and arts for clients that would like to paint/draw as well; raising self esteem, worth, confidence and combating social exclusion; giving lectures and road-shows about how creativity helped with mental health; on hospital wards.

When asked what the strengths of Credo were, health care professionals answered as follows:

“Very dedicated to promoting recovery, very dedicated to arts, very committed staff”.

“Creative, encouraged social inclusion and participation, support networks”.

“They make a huge difference to people that use the service”.

“We choose Credo and get involved by ourselves, for ourselves. It is “Ours” rather than “Theirs”.

“Skills development opportunities”.

“Calm, relaxing atmosphere, exciting opportunities in the community, support of mental health needs, holistic approach to service users, teaching new skills, providing social inclusion”.

“Not just about making ceramics. Service users can become involved in admin, advertising, marketing, sales and exhibitions. Service users can also become adept in digital photography and website design”.

“Giving people confidence”.

“Social inclusive practice that helps break down disparities in mental health”.

“Supported environment for vulnerable people to develop confidence and new skills”.

“Local and flexible. People involved in the project genuinely care and are dedicated”.

“Appeals to people with different skills level and age groups”.

“Gives individuals experience to learn ceramic/pottery skills, then work in selling/exhibiting items. Builds individuals’ self-esteem. Links into WorkNET and is a stepping stone organisation to get people back into work”.

“Very high class work”.

We asked them to state what, in their view, were Credo’s areas of weakness:

“Getting a regular source of funding”.

Could do with a formal training programme so that members who wish to, could gain a qualification”.

“Only 2 days a week (at Orpington) and one at Penge”

“Insufficient funding and insecurity of funding both affect ability to expand, create uncertainty for staff and clients”.

“Accommodation – it projects a certain image which is kind of endearing but might reinforce our own view of ourselves and what we are worth”.

“Not so much Credo’s weakness – but we need the art network to build more strongly locally – we’re onto it but a way to go yet.”

“Not everyone wants to do pottery”.

“Need more days and be more local”.

“Can be seen as a ‘closed shop’ and not open to people with less ability”.

“It is more costly than other art groups. Cannot practice the skills at home”.

“More groups in wider locations – not enough at present”.

“Limited places and waiting list. Difficult to move some clients on to other training work”.

“Not enough sessions”.

When asked what Credo does well, their replies were:

"Promotes mental health recovery. Provides service that is out of those provided by NHS".

"Works with socially isolated people".

"Good at promoting itself".

"Work programme extending creative skills and confidence. Products of a high standard appreciated by purchasers. Increased confidence of clients".

"Aids carers".

"Building up of clients' confidence".

"Involves its members in all aspects of its running".

"Encourages social skills development. Boosts self esteem and social inclusion".

"It is for us, by us and gives us a kind of ownership, not least of our own progress".

"Promotion of the skills of service users. Fighting mental health stigma".

"Involves other agencies".

"Friendly and supportive. Lovely medium to work with".

"We have only heard very good reports about their work, mainly the individual, person-centred work".

"Clients have fed back how comfortable they feel".

"Acknowledging everyone's ability, however little, and increasing confidence. Good inclusion".

"Works well with Oxleas Trust and MIND, networking support and challenging stigma and promoting social inclusion. Excellent teaching and support for individuals, offers them a safe and secure environment to develop confidence and skills".

"Credo is very user friendly and non-judgemental".

We also asked health care professionals what Credo could do better:

"Could do with formal training programme so that members who wish to, could gain a qualification".

"Better development of distinctive range of items".

"Many more people need it (Credo) but don't know at the moment. I can't help the association with mental health, hence we have to see ourselves as mental health to participate".

"Enable people to move on. Be in a more accessible venue and open to people without mental health issues".

"Offer a service every day".

"More staff. Larger premises".

"Increase range of skills that people can acquire".

"Promote to wider audience – but this is restricted due to capacity".

"Break down the aura it has of needing to be skilled to attend".

"Make more people aware of their services".

"More focus on design, reduce costs".

"Provide more groups in different boroughs. Encourage more diverse ethnic mix".

"Better advertising of outreach and groups – more promotion".

"With more funding, more projects".

They wanted to provide further comments about Credo:

“Very valuable project. Makes a significant difference for those it works with”.

“It would be great if it was Borough-wide, e.g. also running in other parts of the Borough to increase accessibility”.

“Well respected in Bromley. Needs more funding to develop in Bromley and expand in the short run, and then to expand to other Boroughs”.

“An easy way to begin expansion into other Boroughs would be to site outreach projects at points that border other boroughs – e.g. Mottingham, Chislehurst – taking account of bus routes from Bexley and Greenwich”.

“More places and quick turnover”.

“I come across people in Bromley who need this badly, but can’t try it because of the image from its siting. The need is huge, but it needs almost nationwide publicity and messages for people to realise it and come forward. These messages may well be forthcoming with the planned “Wellness” and “New Horizons” initiatives coming up. Mental ill health makes obesity look like a small matter, and look at the publicity around obesity – we need that kind of thing”.

“Carers would like to continue with Credo after their initial course”.

“Excellent interagency communication/bridge building that increases mental health awareness within community”.

“It is a valued source, aid to recovery, part of social inclusion. We are lucky to have it in our sector”.

“Good at keeping record of progress with photos and quotes from students”.

“Excellent project – well managed and very much enjoyed by clients who use the service”.

“The new NICE schizophrenia guidelines really support “arts” therapies and Credo is evidence”.

“All clients I have referred are enjoying Credo and attend regularly. Their feedback has been positive”.

Conclusions:

The conclusion that we reach from this far-ranging audit are that Credo is doing exactly what it says it will – supporting people who have experienced mental ill health on their road to recovery. Credo is well respected within the Borough of Bromley and, far from being at the end of its valuable life, Credo will continue to be needed and appreciated. Professionals have stated that Credo should be available for more than the 2 days a week at Orpington and one day at Penge; a Borough-wide initiative, with more staff, more and better facilities and more long-term funding, rather than applying to Grant-Giving bodies, in order to create stability and allow Credo to develop and flourish. It is suggested that Credo continues to run regularly and extend the service it offers to service users and develop further its programme of outreach projects in the community, together with developing the notion of “a Credo in every town”.

Credo staff have come in for much praise from all the sectors who have contributed to this audit. The professionalism, care and support from Credo staff appear to definitely be key to aiding people’s recovery from mental illness:

“The members of staff, Anne, Jehan and Jan Lovett, care and respect all the students”.

“Jan Lovett, Project Manager, is extremely committed and an effective ambassador for this innovative local project – long may it continue and hopefully develop in the coming years meeting the increased need in the borough”.

“The encouragement from Anne”.

Credo members past and present have appreciated the opportunity to develop skills, increase their self confidence, undertake a range of tasks, make friends and feel that nobody is judging them, within the warm, friendly atmosphere that is the Credo Family.

Beneficiaries of our outreach projects in the community want more: more of Credo, more projects, longer projects, longer days.

The areas for further development are seeking a venue to run Credo for more than 2 days at Orpington and 1 day at Penge; the need for better facilities and greater space; more Credo staff which also means more funding from regular sources, rather than worrying about the Grant that is about to run out and hoping that future applications for funding will be successful. It is a worry because so many people rely on Credo for their well-being.

Other areas for development are extending Credo to work in other boroughs. It is suggested here by professionals that Credo extends to the outer reaches of Bromley that adjoin the Boroughs of Bexley and Greenwich.

Recommendations:

- Credo needs to obtain longer-term funding for its work, to enable continuity of purpose and of staff.
- The views of health care professionals show that there is a continuing and increasing need for Credo's work. Therefore, Credo needs to extend its regular "Credo days". This would mean Credo needing to find accommodation that will be available for 5 days a week.
- Credo needs to develop its much-needed outreach projects in the community and base some of these in the more outlying areas of Bromley borough.
- Develop the idea of extending Credo to other parts of the Oxleas' geographical area and to other close boroughs such as Lewisham.
- The ethnic majority of Credo currently tends towards White British. This is pure coincidence, as we rely upon health care professionals to refer service users to us on the basis of their need and not their ethnicity. However, it is clear that the ethnic population of Bromley is changing and there is need for Credo to be proactive in going out into the local community and encouraging people of all ethnic backgrounds to be referred to Credo to support them in their recovery from mental ill health.

Action plan:

- Meeting with Credo staff and Trustees to discuss future plans and the way forward.
- Dissemination of this report to all past and present funders and other interested parties, including Credo members.
- Holding discussions between Credo staff, Trustees and external organisations to develop future strategies.

Lead clinician: Jan Lovett, Credo

Clinical Audit Facilitator: Manal Saweris

Date report was finalised: November 2009

Appendix 1: Data collection tool

CREDO Satisfaction Survey - Current Members

(n = 20)

ABOUT YOU

1). Which Credo project did you attend

	Count	%
Orpington	17	85%
Penge	3	15%

2). What is your age ?

	Count	%
18-29	2	10%
30-39	5	25%
40-49	3	15%
50-59	5	25%
60+	5	25%

3). What gender are you?

	Count	%
Female	12	60%
Male	7	35%
ns	1	5%

4). What is your ethnicity?

	Count	%
White	17	85%
Other	2	10%
Not stated	1	5%

5). Do you have a disability?

	Count	%
Yes	13	65%
No	6	30%
Not stated	1	5%

7) How long have you been attending Credo?

	Count	%
1 week+	1	5%
1 month+	1	5%
3 months+	2	10%
6 months+	1	5%
1 year+	3	15%
2 years+	2	10%
3 years+	4	20%
5 years+	2	10%
7 years+	1	5%
10 years+	1	5%
Not stated	2	10%

8). Which Credo sessions do you currently attend?

	Count	%
Monday	9	32%
Tuesday	11	39%
Wednesday (MIND)	5	18%
Friday	3	11%

JOINING CREDO

9). How did you hear about the Credo project?

	Count	%
A health professional	10	50%
Attended MIND ceramic session	2	10%
Word of mouth	2	10%
Attended African Pot Project	1	5%
Bug Magazine	1	5%
GP	1	5%
Green Parks House	1	5%
Leaflet	1	5%
Outreach program	1	5%

10). On joining Credo did you have an interview and needs assessment?

	Count	%
Yes	17	85%
Not applicable	3	15%

11). How useful did you find this?

	Count	%
1 Not useful	0	-
2	1	6%
3	3	18%
4	4	24%
5 Very useful	9	53%

(n = 17)

12). After 3 or 4 months on the project did you have a review of your needs and update session ?

	Count	%
Yes	13	87%
No	2	13%

(n = 15)

13). How useful did you find this?

	Count	%
1 Not useful	0	-
2	0	-
3	1	8%
4	7	54%
5 Very useful	5	38%

(n = 13)

YOUR EXPERIENCE

14). Please rate your satisfaction with the following:

The Credo induction programme.

	Count	%
1 Not satisfied	0	0%
2	1	6%
3	4	24%
4	2	12%
5 Very satisfied	10	59%

(n = 17)

How Credo has met your needs.

	Count	%
1 Not satisfied	0	-
2	0	-
3	1	5%
4	4	20%
5 Very satisfied	14	70%
Not stated	1	5%

How Credo has helped your recovery.

	Count	%
1 Not satisfied	0	-
2	1	5%
3	1	5%
4	5	25%
5 Very satisfied	13	65%

15). What are the most important benefits to you of being a member of Credo?

Benefits	Count	%
Being part of a team	17	15%
Developing creative skills	16	14%
Improved self esteem	16	14%
Meeting people	16	14%
More confidence	15	13%
Supported environment	12	10%
Inspirational visits	9	8%
Sales and exhibition skills	7	6%
Planning skills	5	4%
New office skills	2	2%
Something to do with my time	1	1%

(n = 116)

16). If extra sessions were available on the Credo project would you wish to increase the frequency that you attend?

	Count	%
Yes	12	60%
No	3	15%
Not sure	5	25%

17). What would you like to move on to after leaving the Credo project

After Credo	Count	%
Voluntary work	6	24%
Paid part time work	5	20%
Not stated	3	12%
Paid full time work	3	12%
Adult education	2	8%
Another work project	2	8%
Day Centre or Clubhouse	2	8%
College or University	1	4%
OK with things as they are	1	4%

(n = 25)

18). In your opinion, what are the three best things about Credo ?

(See comments sheet)

19). Overall how satisfied are you with your experience of Credo?

	Count	%
1 Not satisfied	0	-
2	1	5%
3	0	-
4	3	15%
5 Very satisfied	16	80%

20). Please add any other comments you may have about Credo.

(See comments sheet)

CREDO Satisfaction Survey - Current Members Comments

18). In your opinion, what are the three best things about Credo?

One
Acceptance
Being creative
Companionship and friendship.
Credo is therapeutic
Easy atmosphere
Friendly people
I just like it
Keeps me up to date
Making things
Meeting people
Meeting people with similar problems.
Social support
Staff support
The encouragement and support of the teacher.
The moment when a friend calls to say "thank you so much" for the ceramic"
The teacher.
Travelling by bus.
You are encouraged to try to do things
You can be yourself
Two
Being part of a group
Being with people who relate to you.
Creativity
Developing creative skills
Encourages creativity
Enjoyable drawing.
Fortunately all the member students are kind and encouraging towards one another
Helping other people
Meeting others like myself and made to feel OK about myself
Mixing with others
Occupational therapy
Project workers are very supportive and understanding
Team work
The people of Credo
To bring out your creative skills.
Working together to keep the project going.
Working towards a skill

Three
Being part of a team
Creating something new from clay.
Feeling useful
Friendly people
Fun
Nice people.
Others members are a great support when times are not so good.
People with similar experiences
Selling my work
Social therapy
The group leader
The members of staff, Ann, Jehan and Jan Lovett, care for and respect all the students
The pleasure in making something people want to buy
The self esteem and confidence that comes from the development of Credo skills.
To have something to go for.
Very friendly atmosphere
Work being sold.
Working with pottery

20). Please add any other comments you may have about Credo.

Comments
Let's spread the word and get Credo out there. I don't know how I would have managed without it - a fundamental part of my recovery I would say. Thank you.
It has been one of, if not the most wonderful advance of my struggle with mental illness and expression of this struggle through art.
Since my major breakdown in September 2004 and having spent nearly five months at Green Parks House, with the encouragement of Anne, my teacher I have begun to retrieve my confidence in art skills which I find immensely therapeutic. I am thoroughly enjoying Credo and am very happy working as part of a team whom I find very kind and considerate. I find all the members of staff very attentive and humane. However it is too soon for me to decide about my future. I would also like to improve my IT skills so that I can express my experience in writing about my projects on the computer. I do realise that this will take time to accomplish. Thank you so much for respecting the views and contributions of your Credo students. I do hope sincerely that there will be a bigger workshop for us to produce more and sell more in aid of the Credo establishment.
Excellent.
I love Credo. I am not pushed beyond my abilities and it makes me feel I can still give a bit to the working world, even if it is only a bowl or vase I make that can be sold to pay for more clay.
Credo is a good thing it helps older people to reach their goals.
Cannot improve on the above.
Higher tables so you can stand and roll out clay. More shelving for finished work.
Credo makes you feel welcome every session. At Credo you can be yourself, you are always accepted, You can achieve making a piece of work, even when your health is poor, because of the excellent help.
This project has been very beneficial to me and is bringing out my creative side I did not know I had, opening up new opportunities to me.
I've enjoyed the classes.
Being able to do pottery and it being available and gaining satisfaction and enjoyment and creativity.

CREDO Satisfaction Survey - Ex-Members

(n = 8)

ABOUT YOU

1). Which Credo project did you attend?

	Count	%
Orpington	8	100%

2). What is your age?

	Count	%
18-29	1	13%
30-39	3	38%
40-49	2	25%
50-59	2	25%

3). What gender are you?

	Count	%
Female	8	100%

4). What is your ethnicity?

	Count	%
White	7	88%
Other	1	13%

5). Do you have disability?

	Count	%
Yes	2	25%
No	3	38%
Not stated	3	38%

7) How long did you attend Credo?

	Count	%
6 months+	2	25%
1 year+	2	25%
2 years+	1	13%
5 years+	1	13%
Not stated	2	25%

8). Which Credo sessions did you attend?

	Count	%
Monday (Orpington)	5	38%
Tuesday (Orpington)	5	38%
Wednesday (MIND)	2	15%
Friday (Penge)	1	8%

(n = 13)

JOINING CREDO

9). How did you hear about the Credo project?

	Count	%
A health professional	4	50%
Attended MIND ceramic session	2	25%
Leaflet	1	13%
Word of mouth	1	13%

	Count	%
Yes	7	88%
Not sure	1	13%

11). How useful did you find this?

	Count	%
1 Not useful	0	-
2	0	-
3	2	29%
4	3	43%
5 Very useful	2	29%

(n = 7)

12). After 3 or 4 months on the project did you have a review of your needs and update session?

	Count	%
Yes	3	38%
No	2	25%
Not sure	3	38%

13). How useful did you find this?

	Count	%
1 Not useful	0	-
2	0	-
3	1	33%
4	1	33%
5 Very useful	1	33%

(n = 3)

YOUR EXPERIENCE

14). Please rate your satisfaction with the following:

The Credo induction programme.

	Count	%
1 Not useful	0	-
2	0	-
3	0	-
4	6	75%
5 Very useful	1	13%
Not stated	1	13%

How Credo has met your needs.

	Count	%
1 Not useful	0	-
2	0	-
3	2	25%
4	3	38%
5 Very useful	3	38%

How Credo has helped you to recovery.

	Count	%
1 Not useful	0	-
2	0	-
3	1	13%
4	4	50%
5 Very useful	3	38%

Overall, how beneficial was Credo to you.

	Count	%
1 Not useful	0	-
2	0	-
3	1	13%
4	3	38%
5 Very useful	4	50%

15). What were the most important benefits to you of being a member of Credo?

(n = 32)

Benefits	Count	%
Supported environment	7	22%
Developing creative skills	6	19%
Meeting people	6	19%
More confidence	4	13%
Being part of a team	3	9%
Improved self esteem	3	9%
Inspirational visits	2	6%
Sales and exhibition skills	1	3%

16). If extra sessions had been available on the Credo project, would you have liked to have attended more frequently?

	Count	%
Yes	5	63%
No	1	13%
Not sure	2	25%

17). What did you move on to after leaving the Credo project?

After Credo	Count	%
Voluntary work	2	25%
Another work project	1	13%
Nothing	1	13%
Paid full time work	1	13%
Paid part time work	1	13%
Day Centre or clubhouse	1	13%
House wife	1	13%

18). Was there anything else that you would have found useful during your time at Credo?

(See comments sheet)

19). In your opinion, what are the three best things about Credo?

(See comments sheet)

20). Overall, how satisfied were you with your experience of Credo?

	Count	%
1 Not useful	0	-
2	0	-
3	2	25%
4	0	-
5 Very useful	6	75%

21). Please add any other comments you may have about Credo

(See comments sheet)

CREDO Satisfaction Survey - Ex-Members Comments

18). Was there anything else that you would have found useful during you time at Credo?

Comments
Maybe to have been given some plans about the development of skills within the project.

19). In your opinion, what are the three best things about Credo?

Comments
One
Supportive environment
It's the perfect environment to be in to ease back into everyday life.
People
The calming work area.
To see an end product being displayed at an exhibition and being sold.
Encouragement from Ann
Calming
The respect and warm reception we get from the group.
Two
Something to get up for
The creative work enables you to see something tangible you're capable of.
Friendly place
Everyone felt ill, but I think we helped each other.
Giving people confidence and self esteem.
Improving self confidence
Finding I was more creative than I thought
The feeling of being cared for and also to care for others.
Three
The regular meeting with others can keep you positive.
Relaxed
Staff very caring and calm.
Helping me manage my bipolar through creative art.
Socialising in a safe environment
Lovely people there
The opportunity to create our own art through ceramics.

21). Please add any other comments you may have about Credo.

Comments
When I was here Ann was the only member of staff and she didn't have enough time to meet my needs as I was not good at pottery and my self esteem was low, so extra help would have been beneficial to me.
More 1:1 help on moving forward or sign posting to other partners in the community. However, I understand that the project has to have its restraints due to resources.
I believe Credo started me on the road to my recovery. Thank you all.
Just keep up the good work and hope other people benefit from the project, just as I did.
I loved the freedom we had to create our own objects and all the support for that, although sometimes, because of my personality, I felt the need to be given tasks. But this is not a criticism. On the other hand, I believe this project is admirable, as is everyone that has run it. Many thanks to you all.

CREDO Satisfaction Survey - Outreach Projects

(n = 21)

ABOUT YOU

1). Which Credo project did / do you attend?

	Count	%
Movable Feast (Carers)	12	57%
Patio Dining (Carers)	7	33%
Skylight Project with Bromley Community Drugs Project	2	10%

2). What is your age?

	Count	%
40 - 49	2	10%
50 - 59	3	14%
60+	16	76%

3). What gender are you?

	Count	%
Female	18	86%
Male	3	14%

4). What is your relationship to the person using mental health services?

	Count	%
Other family	13	62%
Husband/Wife	3	14%
I am the service user	2	10%
Not stated	2	10%
Other	1	5%

5). Which area of the borough do you live in?

	Count	%
BR1	6	29%
BR2	1	5%
BR3	2	10%
BR4	1	5%
BR5	6	29%
BR6	1	5%
BR7	2	10%
SE20	1	5%
Not stated	1	5%

YOUR EXPERIENCE OF CREDO

6). Why did you want to participate in a Credo outreach project ?

(See comments sheet)

7). How did you hear about the Outreach project?

	Count	%
Health professional	8	38%
Friend	4	19%
Newsletter	4	19%
Other	4	19%
Poster	1	5%

7a). Other

	Count	%
ABC	1	25%
Family	1	25%
Personal invitation letter	1	25%
When I was attending REACG	1	25%

8). How useful did you find the following

:

External speakers

	Count	%
1 Not helpful	0	-
2	0	-
3	4	19%
4	10	48%
5 Very helpful	7	33%

Information about employment / mental health

	Count	%
1 Not helpful	0	-
2	0	-
3	4	19%
4	9	43%
5 Very helpful	1	5%
Not stated	7	33%

9). How convenient was the course location?

	Count	%
1 Not helpful	0	-
2	1	5%
3	2	10%
4	7	33%
5 Very helpful	11	52%

10). Had you heard of Credo before your participation?

	Count	%
Yes	9	43%
No	12	57%

11). If so, when and how ?

(See comments)

12). In what ways has being involved in Credo helped you?

Help given	Count	%
Time for me	19	26%
Made new friends	17	24%
Developed confidence	12	17%
Supported environment	12	17%
Developed skills	11	15%
Helped me to look at other courses	1	1%

 (n = 72)

13). Overall, how satisfied are you with your experience of Credo?

	Count	%
1 Not helpful	0	-
2	0	-
3	2	10%
4	4	19%
5 Very helpful	15	71%

14). What did Credo do well?

(See comments sheet)

15). What could have been better?

(See comments sheet)

16). Would you recommend Credo to a friend?

	Count	%
Yes	20	95%
Not stated	1	5%

17). In your opinion, what are the three best things about Credo?

(See comments sheet)

18). Please add any other comments you may have about Credo

(See comments sheet)

CREDO Satisfaction Survey - Outreach Projects Comments

6). Why did you want to participate in a Credo outreach project?

Comments
To learn a new skill in a supported environment with other who are also carers.
Pottery is rewarding to do.
I like arts and crafts.
To find out what it was all about and if I could learn something new.
Meet people and join in. Also to learn a project.
It was an exciting prospect to learn something new in an understanding environment.
To try something I never have, gain confidence, to work with a team for an end product.
It looked interesting and it was free of charge.
Respite, meet other carers and not to miss a wonderful chance to make pottery.
Positive feedback from my daughter.
To get out and meet people and be creative.
To learn more things and meet people.
Because I live making pottery, and I knew I would be among other carers.
Interested to try ceramics and needed relaxation from caring.
I like arts.
I found it productive and everybody worked as a team.
To learn new things and meet new people.

11). If so, when and how?

Comments
Daughter had attended Credo sessions.
I read a newspaper item.
Through a friend who was on the first course.
Through my daughter.
My daughter who has mental health problems.
Bromley market stall.
From friends.
Advertised in News Shopper.
Through Anchor House

14). What did Credo do well?

Comments
Excellent teacher, location and materials.
Teachers were very helpful.
Made us feel welcome. I so enjoyed having me time.
The support of each individual to create a piece of work and also the fact that we could choose our own subject.
Information.
Credo helped me to feel valued.
Everything - couldn't fault it.
Support - kindness
Provided unobtrusive support with delightful tutors.
The whole experience from beginning to end.
It met all it's goals within the tight time scale. Good and supportive teachers.
Well planned and thought out. Right balance in teaching. Wonderful experience.
Obtained generous funding for projects at no cost to participants. Found great locations. Generous provision of all materials and information. Bought in guest speakers.
They did everything well.
Actually putting on the course. Being very generous with vouchers, expenses, a lovely lunch and a posy to take home.
Whole organisation.
Very pleasant atmosphere, lots of materials.
The projects they set up and the help and support they give people.
Teach new skills.

15). What could have been better ?

Comments
More session or longer sessions.
Start earlier.
I would like the course to continue.
More advanced pottery lessons.
A bigger room.
1 or 2 lessons more.
A venue where a kiln was available.
More scope to develop skills.

17). In your opinion, what are the three best things about Credo?

One
Learning a new skill.
Making things.
Learning new craft
Friendly approach.
Well run.
Friendly environment.
Made welcome.
Outreach
Encouragement
Provides pleasant place to work.
Staff
It was free and I was able to bring my pots home.
Hands on - creativity.
Enthusiastic and devoted staff.
Made new friends.
Caring.
Well organised
Creativity
The staff
Meeting new people
Two
Excellent teaching.
Teachers very nice.
Meeting people
Teachers had time for each individual.
Enjoyable.
Therapeutic.
Felt part of everything.
Understanding
Dedication
Excellent materials.
Opportunity to be creative
Meeting other carers.
Good teaching - very supportive and helpful with ideas.
Friendly and caring.
Developed my skills.
Understanding what carers need.
Imaginative projects.
Getting involved
The friendliness and support
Escape problems at home

Three
The fact the sessions were free
Very helpful.
So welcoming
Provided a satisfying break.
Making friends.
Enjoyable.
First class teacher.
Charity
Care
Marvellous tutors.
To be treated with respect and kindness.
Fun and enjoyable.
Good therapy.
Concern for welfare of individuals and groups.
Developed my confidence.
Generous.
Concentration
Interaction between service users
Friendly teachers

18). Please add any other comments you may have about Credo

Comments
We were shown various techniques and I would like to have tried other ones we were shown, but again, not enough time. It was good to have small numbers in the class as I really appreciated and benefited from the individual attention I received.
I would like to go to Anchor House, Orpington for future courses, as I live in Orpington and the majority of people I met in pottery lived there too. I enjoy learning and prefer more advanced teaching - basics can be boring - only kept coming for the friendships I formed at class.
I was grateful for the opportunity to find out about what goes into ceramics and loved every minute of it, and found myself looking forward to Mondays. What a great day to do something like this. I thank everyone involved in putting this project together. Many, many blessings to you all.
Thank you so much for the course. I was able to immerse myself in a craft and forget for a while about the horrible stuff... wonderful.
I look forward to any other courses that might become available.
The presentation at the end of the course was wonderful, we were all amazed at what Credo had encouraged us to produce.
Need more Credo classes for carers, as carers need to get out of their environment and have time to do something for themselves, which Credo does.
A wonderful experience and would recommend it to anyone. I have my many pots dotted around the house and they remind me of my 10 weeks at Credo and the people who were on the course.
A chance to forget what's going on at home and really get into what your making.
I think they provide a useful service and should have more funding from the local Council.
I would love to do another course at some stage, be it art or pottery or even model making.

CREDO Satisfaction Survey - Professionals

(n = 35)

ABOUT YOU

1). Who do you work for?

	Count	%
Oxleas	21	60%
LB Bromley	5	14%
Other	5	14%
Community organisation	4	11%

2). How do you know Credo?

	Count	%
Working with Credo staff	17	31%
Attended an exhibition or sale	11	20%
Made a referral	10	18%
Other	9	16%
Through one of the outreach projects	8	15%

(n = 55)

3). How long have you been aware of the Credo project?

	Count	%
1 year+	5	14%
2 years+	2	6%
3 years+	6	17%
4 years+	1	3%
5 years+	7	20%
10 years+	8	23%
Not stated	6	17%

REFERRALS

4). If you have referred service users to Credo, please state how many.

	Count	%
0 Clients	7	20%
1 Client	1	3%
2 Clients	3	9%
3 Clients	2	6%
4 Clients	6	17%
5 Clients	2	6%
6 Clients	1	3%
Not stated	13	37%

5). How useful do you think Credo has been in aiding their recovery?

	Count	%
1 Not useful	0	-
2	1	4%
3	2	7%
4	7	25%
5 Very useful	5	18%
Not stated	13	46%

(n = 28)

6). Are there any other areas where you see Credo's services being useful?

(See comments sheet)

YOUR VIEWS

7). How have you found the professionalism of the Credo staff?

	Count	%
1 Very good	19	54%
2	9	26%
3	4	11%
4	3	9%
5 Very poor	0	-

8). In your opinion do you see a continued place for services such as Credo offers?

	Count	%
Yes	34	97%
Not sure	1	3%

9). If "Yes", what do you think Credo should offer?

Credo should offer	Count	%
Extra Credo days	22	37%
Helping to set up Credo in other Boroughs	11	18%
More outreach in the community	27	45%

(n = 60)

10). What is your understanding of the services that Credo currently offers?

(See comments sheet)

11). What do you think are the strengths of the Credo project?

(See comments sheet)

12). What, in your views, are the weaknesses?

(See comments sheet)

13). What does Credo do well?

(See comments sheet)

14). What could Credo do better?

(See comments sheet)

15). Overall, how satisfied were you with your experience of Credo?

	Count	%
1 Not satisfied	0	-
2	3	9%
3	3	9%
4	13	37%
5 Very satisfied	15	43%
Not stated	1	3%

16). Do you have any other comments about the Credo project?

(See comments sheet)

CREDO Satisfaction Survey - Professionals Comments

6). Are there any other areas where you see Credo's services being useful?

Comments
Information sharing. Social network. Pathways to work.
Public education.
Daytime structure.
We could go on for hours about the different aspects to what aids recovery e.g. sense of purpose, expression, use of time etc.
Social inclusion. Development of artistic talent. Experience of team working.
Friendships.
Carers.
Younger adults. Disabilities.
Getting a career in pottery.
Developing ceramics and arts for clients that would like to paint/draw as well.
Self esteem, worth, confidence, combating social isolation.
Could they give lectures / road-shows about how creativity helped with mental health.
Confidence, interpersonal and intrapersonal.
On the ward.

10). What is your understanding of the services that Credo currently offers?

Comments
Outreach work for carers, people with alcohol addictions, weekly sessions at Anchor House, Yeoman House.
Art and Pottery classes. Learning new skills through project participation.
2 days per week.
1 1/2 day pottery/ceramics.
Part of work rehabilitation programme for MH service users, using creativity.
50%.
Building up self confidence. Encourage interaction with others.
Teaches skills in making ceramics, sometimes following a themed activity.
Motivation, education, being focused and relapse prevention.
Therapeutic art therapy through ceramics. Outreach services for people who have experienced mental ill health.
They pay hundreds of thousands for occupational health therapy in hospital, CMHT etc, for proven benefits. This extends that experience across the gap between hospital and the community.
Ceramics courses and groups.
Au fait with all aspects.
Opportunities for people who have experienced mental ill health to improve recovery through pottery.
Focused activity. Outreach for carers.
Arts and crafts activities.
A chance to take part in a pottery/art business but with support and understanding of MH issues.
Provides a place for service user to express their creativity.
Work with those recovering from mental illness using ceramics and design.
Therapeutic, brings out and teaches skills, promotes self esteem and socialisation.
Yeoman / Anchor House outreach groups.
Offers those with mental ill health opportunities to explore creativity and develop.
Comprehensive.
I know what Credo offers.
Through art design and inclusion enable individuals to express themselves and learn new skills and build confidence.
Making ornaments, pottery necklaces etc.

Art as a therapy for clients with mental health illness.
Teach people to make pottery.
Arts based social inclusion and recovery groups.
Providing groups in ceramics/pottery to aid recovery of mental ill health and building up self esteem , confidence and getting back to work.
Very good.
Pottery classes. Help to think about other creative skills development.
Through creative activities, clients gain confidence, autonomy and pride.
Engagement with service users providing a daily structure / activities helping service users to focus.

11). What do you think are the strengths of the Credo project?

Comments
Very dedicated to promoting recovery, very dedicated to arts, very committed staff.
Creative, encourages social inclusion and participation, support networks.
Artistic expression, some structure and feeling of usefulness.
Professionalism, caring outlet for creativity, high standards, regular review of client's needs and progress.
Caring staff.
Supports a sense of well being in the artist.
Clients want to continue having more sessions.
They make a huge difference to the people that use the service.
We choose Credo and get involved by ourselves, for ourselves - it is "Ours" rather than "Theirs".
Skills development opportunities.
Calm, relaxing atmosphere, exciting opportunities in the community, support of mental health needs, holistic approach to service users, teaching new skills, providing social inclusion.
Reputation, focus.
Central position, sense of belonging, sense of purpose, chance to develop skills.
It's sensitivity to mental health issues.
A chance for individuals to develop a work ethic and form relationships with others. To publicise MH to general public in a positive manner.
The basic needs it fulfils. Organisational skills.
Excellent understanding of a range of mental health issues. Strong focus on building confidence and re-integration back into everyday life.
Not just about making ceramics, service users can become involved in admin, advertising, marketing, sales and exhibitions. Service users can also become adept in digital photography and website design.
Giving people confidence.
Social inclusive practice that helps break down disparities in mental health.
Supported environment for vulnerable people to develop confidence and new skills.
Teaches people new skills, encourages creativity, develops confidence and self esteem, opportunity for new friendships.
Local and flexible. People involved in the project genuinely care and are dedicated.
Support regarding structure to day time activities, aids confidence, a forum to meet other people, motivation to go out.
Working to assist rehabilitation and sense of well being to clients.
Appeals to people with different skills level and age groups.
Humanistic approach. Social and activity based groups building self esteem, confidence and reducing isolation.
Gives individuals experience to learn ceramic/pottery skills, then work in selling/exhibiting items. Builds individuals self esteem. Links into WorkNET and is a stepping stone organisation to get people back into work.
Very high class work.
Good creative activities, very supportive staff.
Helping to provide stability and structure in service users 'daily activities.

12). What, in your views, are the weaknesses?

Comments
Getting a regular source of funding.
Could do with formal training programme so that members who wish to, could gain a qualification.
Only 2 days.
Patients have complained they had to sit around doing nothing until worker got round to them.
Insufficient funding and insecurity of funding both affect ability to expand, create uncertainty for staff and clients.
Limited days.
Only accommodation - it projects a certain image with is kind of endearing but might reinforce our own view of ourselves and what we are worth.
Segregated activity.
Funding.
Cramped work area.
Not so much Credo's weakness - but we need the art network to build more strongly locally - we're onto it but a way to go yet.
Not everyone wants to do pottery.
Need more days and be more local.
Not enough funding to maximise reach - SLA/grants levels should reflect impact.
Can be seen as a "closed shop" and not open to people with less ability.
Needs more publicity about what they do and times of meeting.
Commissioning art work is very problematic. Appreciate this is not core function though.
It is more costly than other art courses. Cannot practice the skills at home.
More groups in wider locations - not enough at present.
Limited places and waiting list. Difficult to move some clients on to other training work.
Not enough sessions.
It is only once a week.

13). What does Credo do well?

Comments
Promotes mental health recovery. Provides service that is out of those provided by NHS.
It is socially inclusive. It has excellent staff. Provides meaningful activity to people with mental health problems.
Works with socially isolated people.
Promoting itself.
Work programme extending creative skills and confidence. Products of a high standard appreciated by purchasers. Increased confidence of clients.
Aid carers.
Building up of client's confidence.
Involves its members in all aspects of its running.
Craft work i.e. pottery.
Encourages social skills development. Boosts self esteem and social inclusion.
It is for us, by us and gives us a kind of ownership, not least of our own progress.
Supports service users. Helps people develop skills.
Promotion of the skills of service users. Fighting mental health stigma.
Involve other agencies.
Offers clients somewhere to belong. Supports clients in a non clinical way, i.e. not focused on illness.
Very welcoming.
Friendly and supportive. Lovely medium to work with.
We have only heard very good reports about their work, mainly the individual, person centred work.
Clients have fed back how comfortable they feel.

Acknowledging everyone's ability however little and increasing confidence. Good inclusion.
Provides a supportive and safe learning environment.
Deliver services to target audience.
Teaches service users in the art of ceramics. Encourages them to produce their own work.
Supporting clients.
Supporting clients and encouraging them to interact and be creative.
Good course plan, good tutors and well managed projects
Realistic aims for clients. Making people feel less stigmatised. Encouraging enjoyment of arts.
Works well with Oxleas Trust and MIND, networking support and challenging stigma and promoting social inclusion. Excellent teaching and support for individuals, offers them a safe and secure environment to develop confidence and skills.
Engage users and partners.
Exhibitions.
Credo is very user friendly and non-judgemental.
Helps service users to engage with the service and activities to fill the day. It also provides support. It helps them to focus.

14). What could Credo do better?

Comments
.Could do with formal training programme so that members who wish to, could gain a qualification.
Better development of distinctive range of items.
Many more people need it, but don't know it at the moment. I can't help the association with mental health; hence we have to see ourselves as mental health to participate.
Enable people to move on. Be in a more accessible venue and open to people without mental health issues.
Offer a service every day.
More staff. Larger premises.
Increase range of skills that people can acquire.
Perhaps provide certificates of attendance / completion to aid members 'self-efficacy.
Promote to wider audience - but this is restricted due to capacity.
Break down the aura of it has of needing to be skilled to attend.
Make more people aware of their services.
More focus on design, reduce cost.
Provide more groups in different boroughs. Encourage more diverse ethnic mix.
Better advertising of outreach and groups - more promotion.
With more funding, more projects.

16). Do you have any other comments about the Credo project?

Comments
Very valuable project. Makes a significant difference for those it works with.
It would be great if it was Borough wide e.g. also running in other parts of the Borough to increase accessibility.
Never received any reports or update of service user attendance or progress etc.
Well respected in Bromley. Needs more funding to develop in Bromley and expand in the short run, and then to expand to other Boroughs.
An easy way to begin expansion into other boroughs would be to site outreach projects at points that border other boroughs - e.g. Mottingham, Chislehurst, taking account of bus routes from Bexley and Greenwich.
More places and quick turnover.
I come across people in Bromley who need this badly, but can't try it because of the image from its siting. The need is huge, but it needs almost nationwide publicity and messages for people to realise it and come forward. These messages may well be forthcoming with the planned "Wellness" and "New Horizons" initiatives coming up. Mental ill health makes obesity look like a small matter, and look at the publicity around obesity - we need that kind of thing.
It was very difficult when we started a pottery project and Yvette Pilsbury worked very hard to get it going, so I am very pleased that Credo has developed and continued.
Did not feel like a service user.
Carers would like to continue with Credo after their initial course.
Excellent interagency communication / bridge building that increases mental health awareness within community.
Jan Lovett, Project Manager ,is extremely committed and an effective ambassador for this innovative local project - long may it continue and hopefully develop in the coming years meeting the increased need in the borough.
It is a valued source, aid to recovery, part of social inclusion. We are lucky to have it in our sector.
My contact has been rather limited so I am unable to answer all questions, but the contact I have had indicates that this is a valuable project.
Good at keeping record of progress with photos and quotes from students.
Excellent project - well managed and very much enjoyed by clients who use the service.
Very worthwhile.
The new NICE schizophrenia guidelines really support "arts" therapies and Credo is evidence.
All clients I have referred are enjoying Credo and attend regularly. Their feedback has been positive.