



The Ladder Group
We rise by lifting others.
Robert G. Ingersoll (1833-1899)

www.theladdergroup.net

Contract Steering Body Report

Term 1. 29th June 2021

The Ladder Group are currently funded through the Place Partnership, to provide support to the electoral wards of Colne Valley, Golcar and Lindley. The Ladder Group aims to build capacity in 'addition to' as opposed to 'instead of' existing services and to this effect provide:

- early intervention & support to reduce the need for onward referrals
- bridging support until more specialised and existing services are available
- signposting to other supporting services when and where appropriate

Our support to children, young people and their families is aimed at addressing tier 2 / mild to intermediate mental health issues including:

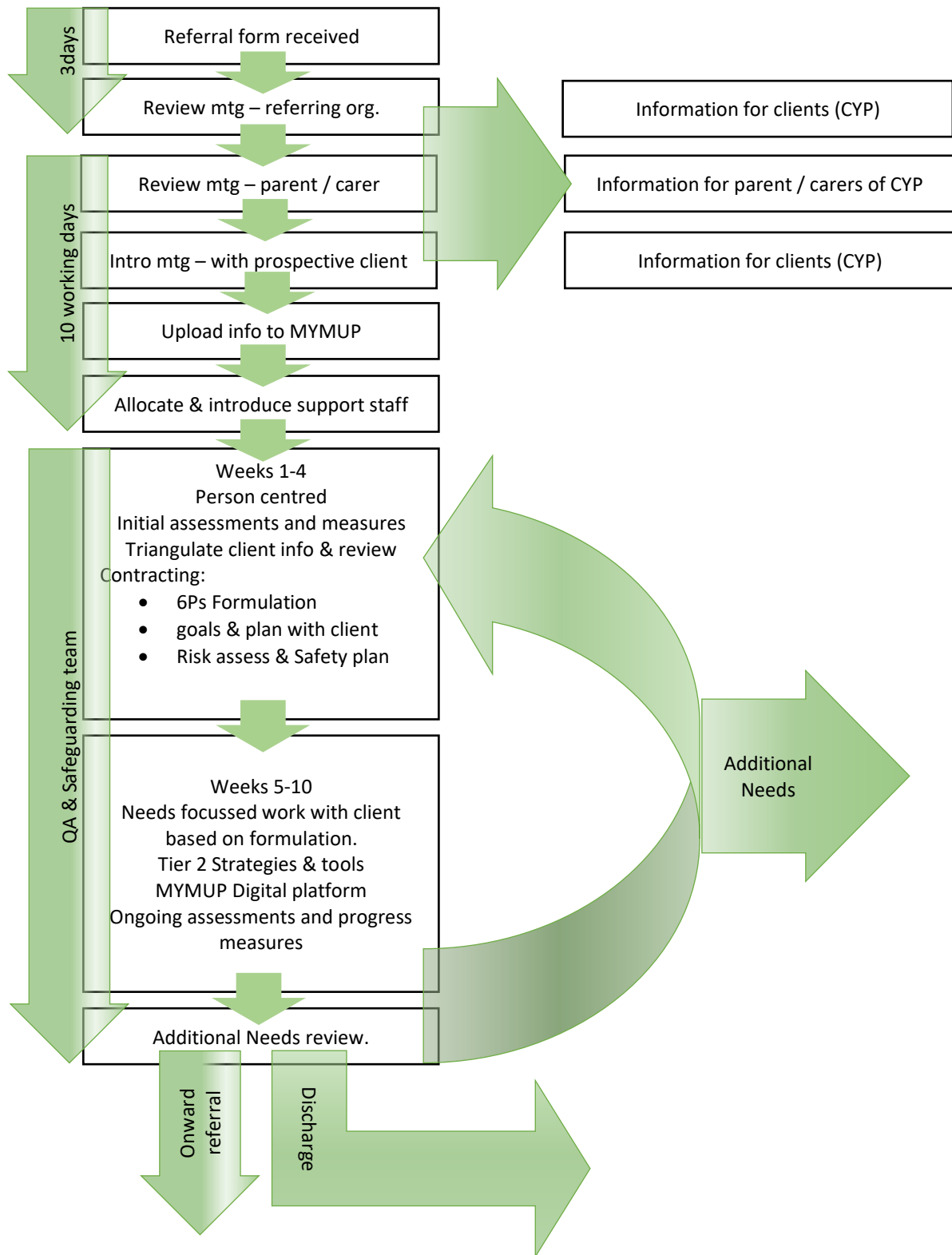
- Anxiety:
 - OCD
 - Low self-esteem
 - Depression
 - Phobias and potential eating disorders
 - Body issues, gender & sexuality
 - Social anxiety, interpersonal / relationship issues
- Trauma
- Loss and bereavement
- Emotional regulation and behaviour management
- Special Educational Needs

To address the above, we use an integrative therapeutic and whole family approach including:

- Wellbeing and psychological training and education
- Mindfulness and positive psychology strategies.
- Parental coaching and advocacy to develop self-management and coping strategies.
- Solution and behaviour-focused therapies e.g CBT
- Transactional analysis, psychodynamic and humanistic psychotherapies
- Creative, play and art psychotherapy strategies
- Functional behavioural assessments and interventions in support of engagement, socialization and learning.

All our counsellors and therapists are BACP or BPS qualified and registered with the appropriate professional body.

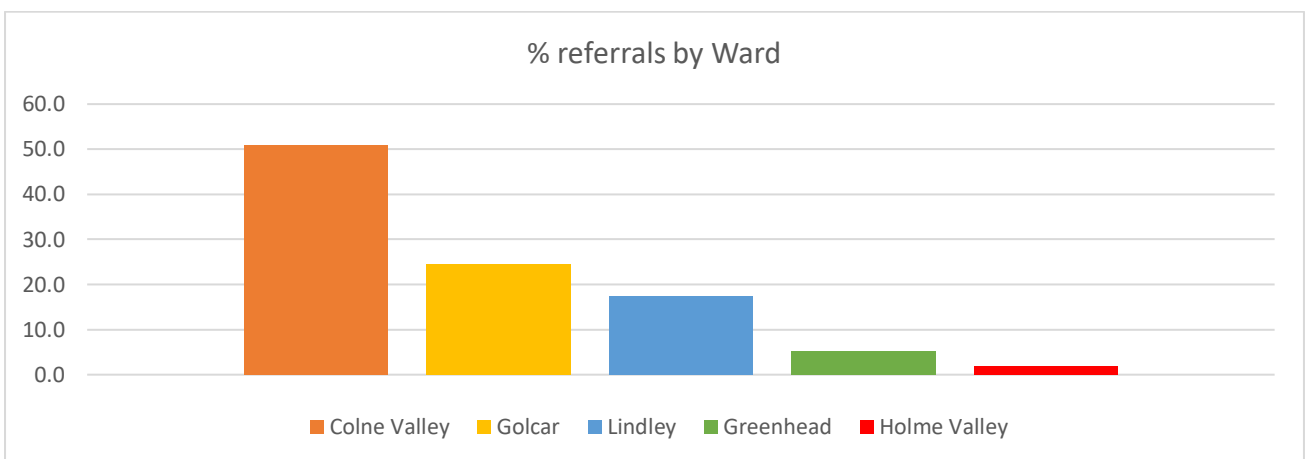
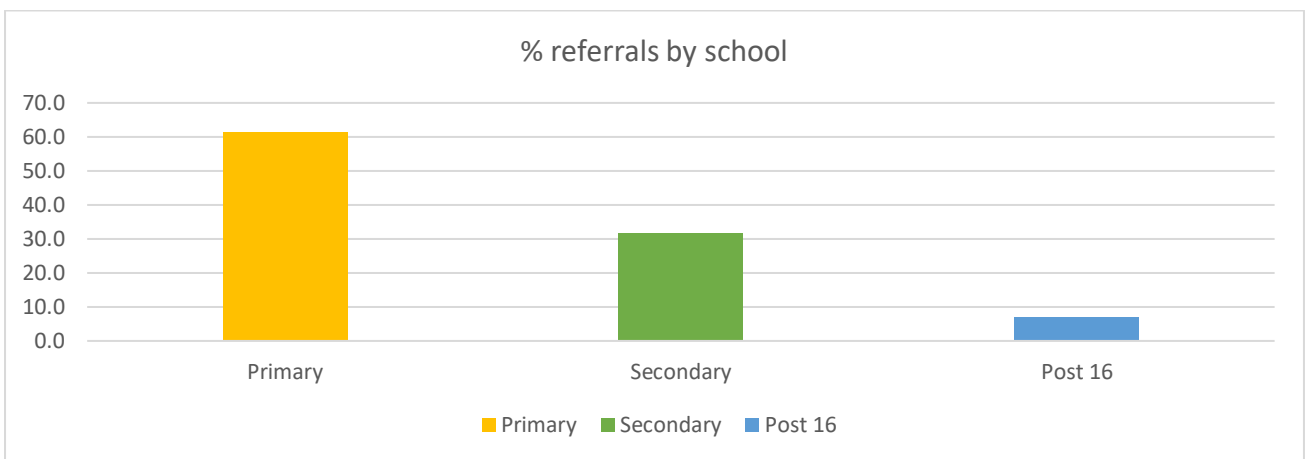
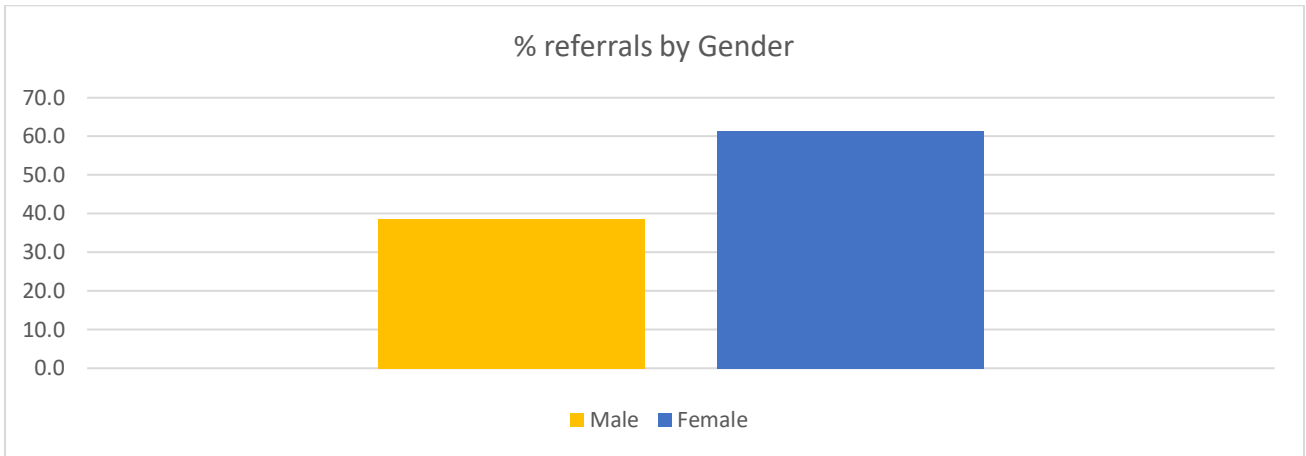
The Ladder Group process.

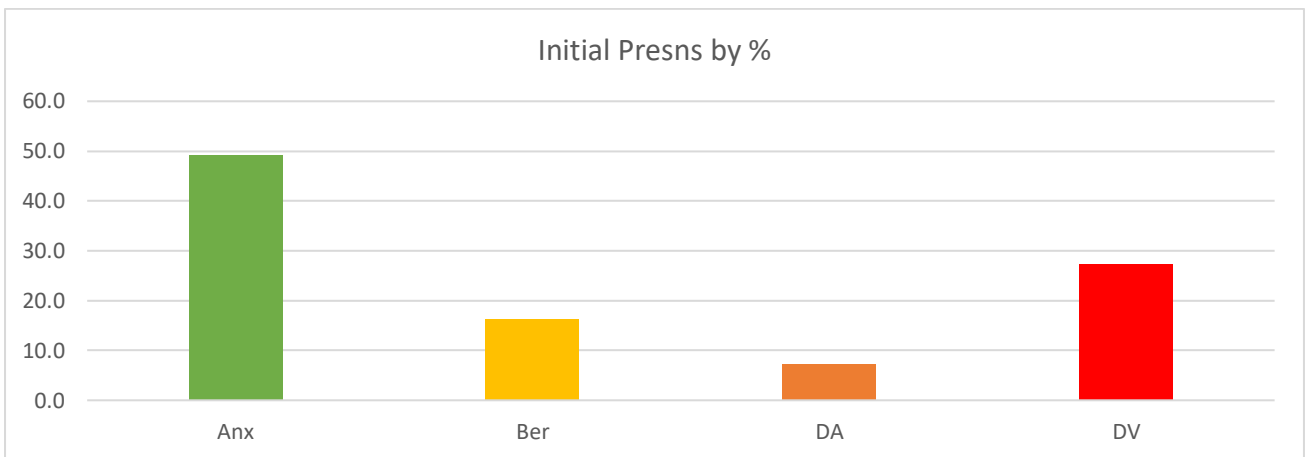
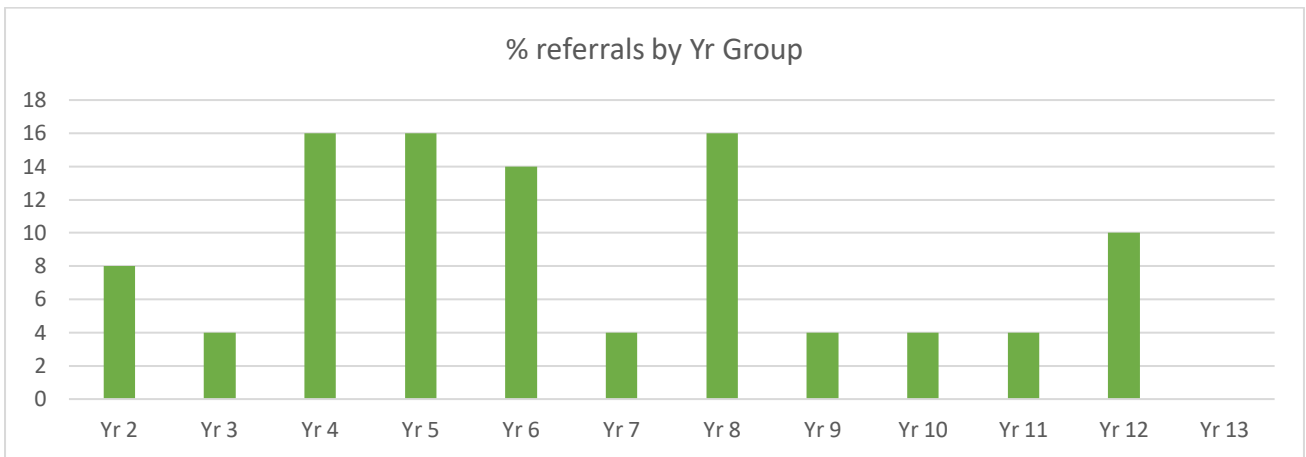
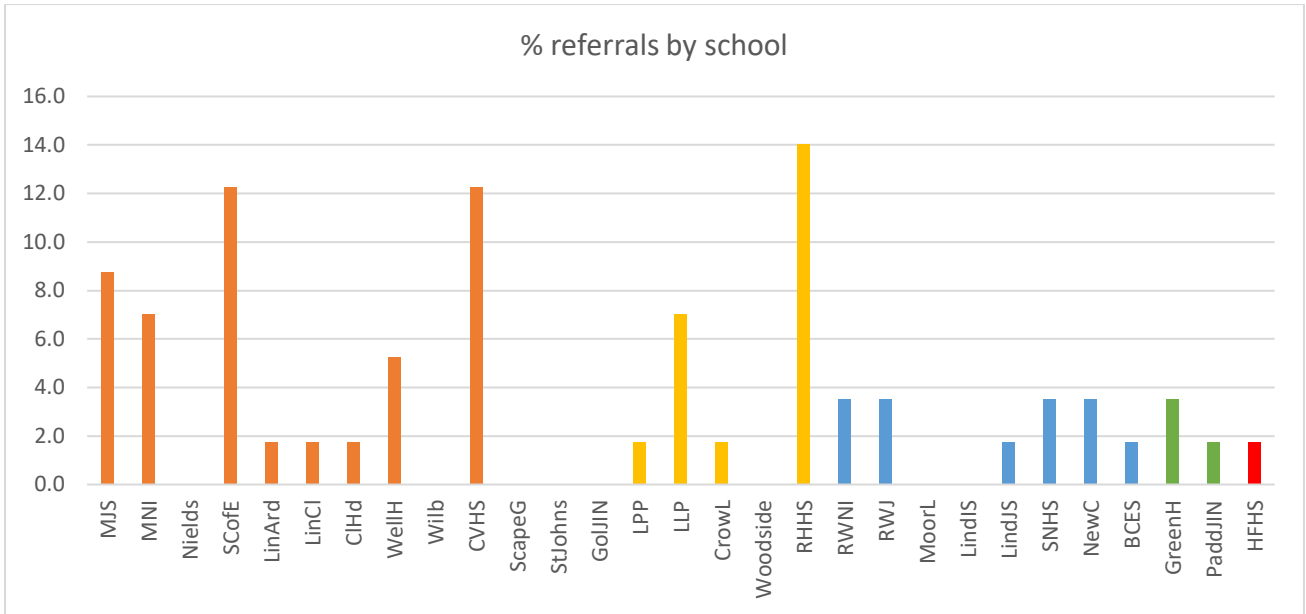


The quality of our service and provision relies on the time and care taken during the initial client centred referral and formulation process. This ensures the allocation of the right type of support and intervention and holistic support to the family as a whole where necessary.

Our current provision is based in the Colne Valley, funded by three electoral wards to support 100 families from March 2021 to March 2022. The current Ladder Group provision was developed to

accommodate 3-4 referrals a week, supporting upto 25 clients at anyone time. However we are currently providing support to 57 clients, with 45 families as follows:





According to school staff, approximately 10%+ of our current cohort have been in recent (last twelve months) receipt of support through CAMHS / Northorpe Hall but have then been subsequently referred to us by schools. To the best of our knowledge, approximately 40% of our current referrals have also been referred to CAMHS / Thrive and are currently on a waiting list.

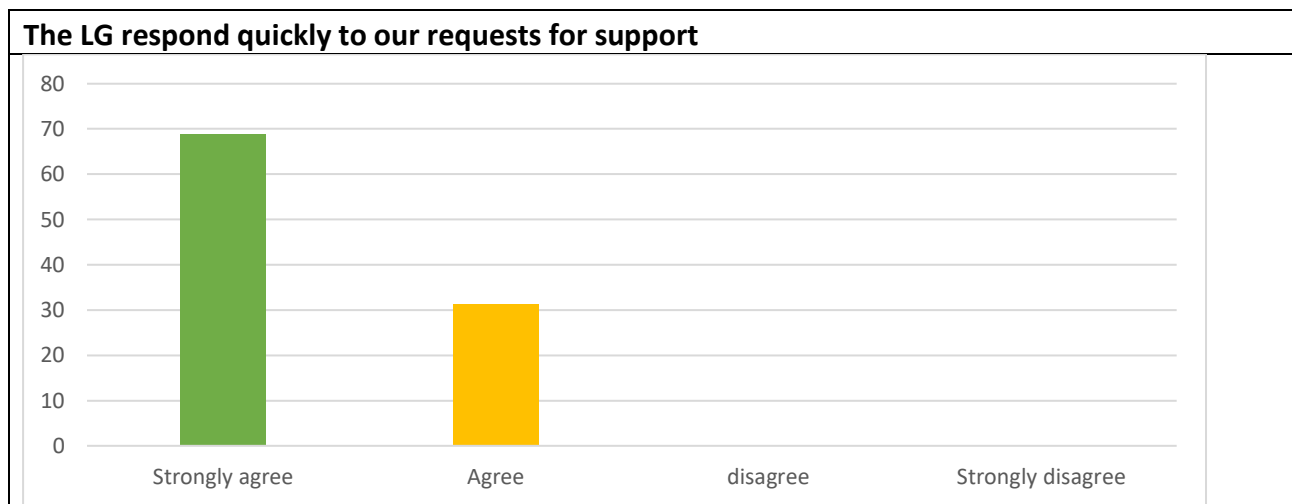
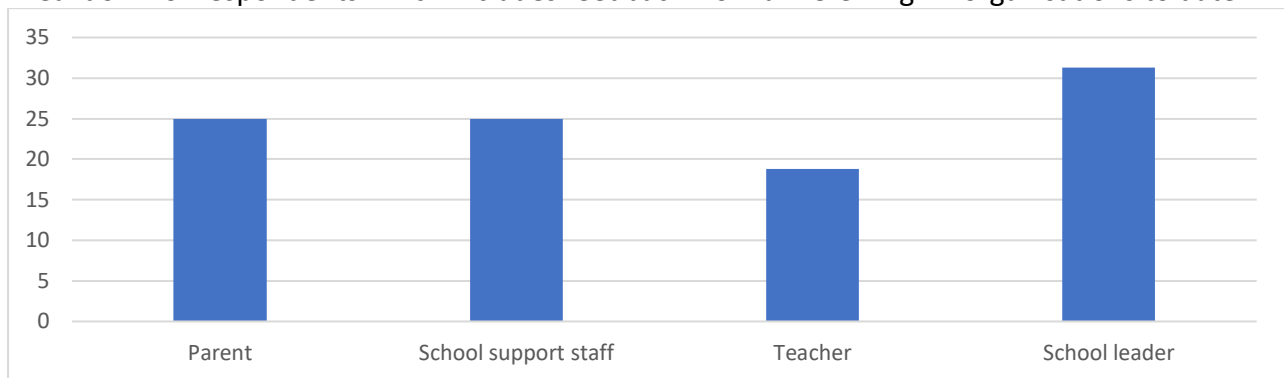
We have now negotiated a weekly review meeting and referral pathway with CAMHS and this week took our first referrals from them.

At the current referral rate we anticipate fulfilling the contract by December. The LA funded contract is for 40 weeks i.e we are not funded to cover the school holidays. The nature of the risk associated with some of the referrals has necessitated the need to hire premises in order to continue providing support and safeguarding cover over the summer break for several vulnerable children and their parents.

Feedback for Term 1.

As well as using the usual clinical measures collected longitudinally by our practitioners to track engagement and improvement over time, the following is the feedback from parents and schools. All figures are expressed as percentage of total responses.

Breakdown of respondents which includes feedback from all referring 21 organisations to date.



As it was the school holidays, following my phone call The Ladder Group met with us as parents prior to school then putting their referral in once term began. This minimised the time taken to start putting help in place for my daughter.

The Ladder Group have been quite prompt in allocating support.

Always respond quickly this is the first service we have used that does this so effectively.

Rapid response at point of need.

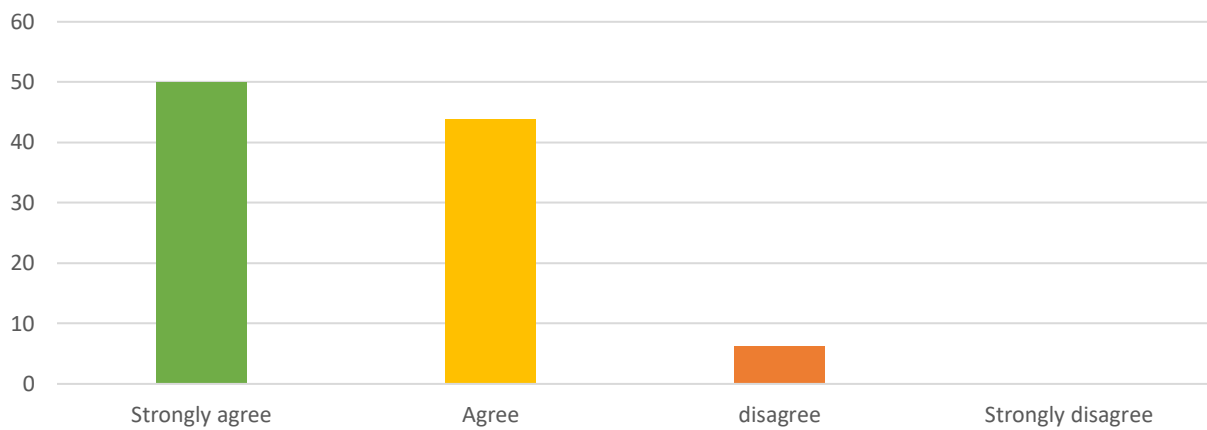
I was amazed by the speed at which the Ladder Group was available to us for support

The Ladder Group have a clear empathy with schools and the communities they serve. They delivered on their aim of responding within 3 days and in fact were in my office to discuss the referral within 48 hours. A huge relief after struggling to get support for a complex case and a parent who is reluctant to engage.

The service is quick and offers a rapid response to need.

I had a response with 24 hours of my request. Astounding.

Meetings with the LG provided me with useful information.



All my concerns & anxieties went as soon as I'd met Ladder Group staff. They went out of their way to make me feel welcome & comfortable.

Both Baz and I completely related to the Ladder Group and their methods. They were clear, direct and explained everything perfectly.

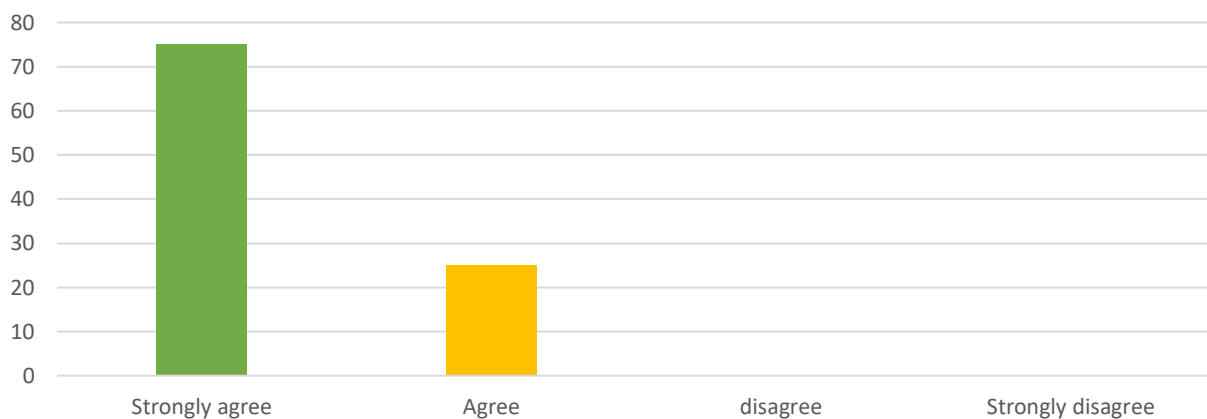
I was made aware of the different stages of the referral that would need to be in place before a member of the team could start working with my daughter. That initially the meetings with her would build relationship which would then form a foundation of trust on which to help her and indeed give insight into the best way to help her.

The Ladder Group left me feeling supported knowing my student would be getting effective support.

I was reassured about the process and Ladder Group staff also demonstrated their commitment to work in partnership with schools and existing support providers.

I was given time to explain my current situation. I felt listened to.

The LG staff were understanding and supportive of my students / our needs.



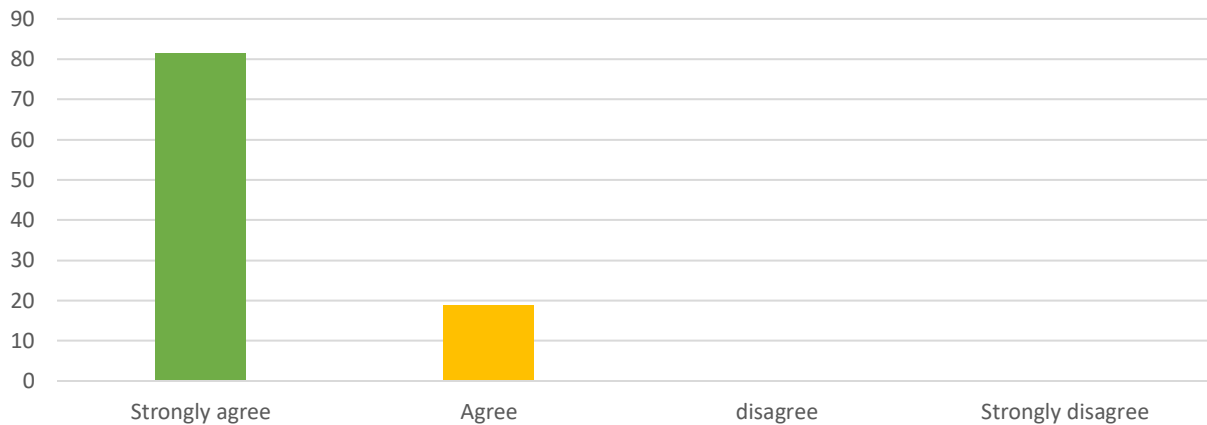
The Ladder Group have been amazing. We feel blessed to have crossed paths.

I felt that I was listened to.

Ladder Group leaders came into school to introduce the counsellor who would be working with us – a quick and effective way to establish working relationships. In addition, they asked me and my staff to give our view of the child's issues and they clearly valued us as professionals working alongside them. Their discussions with SENCO and other staff have been really supportive as has their offer of CPD in specialised areas.

The Ladder Group respect the professional opinion of our school staff.

The LG staff were professional and well informed.

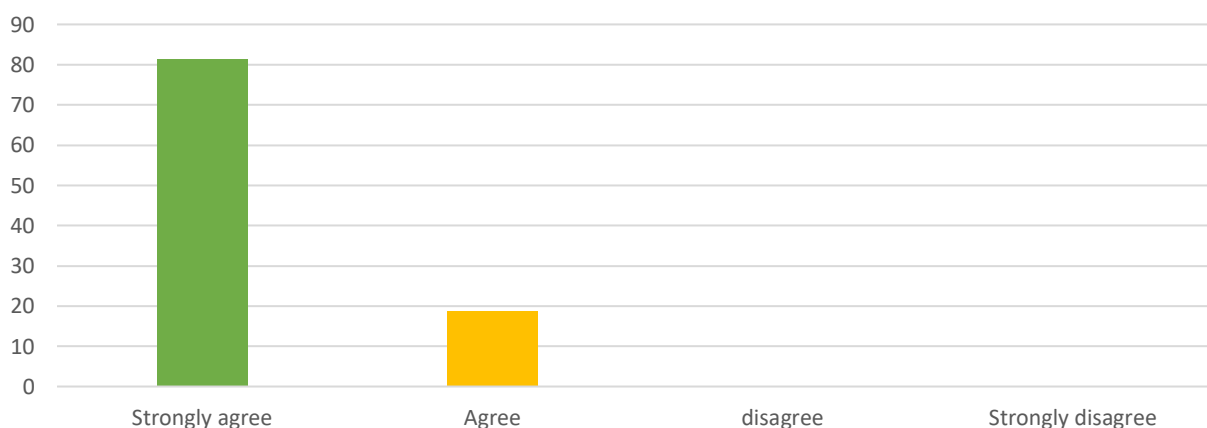


So much collective experience and knowledge instils trust from the first meeting.

I felt confident that Lee knew his team well and was committed to matching my daughter with a member of his team that would meet her needs. He explained the different types of approaches/therapies that can be used.

Willing to keep me informed and upto date with developments for the child and family.

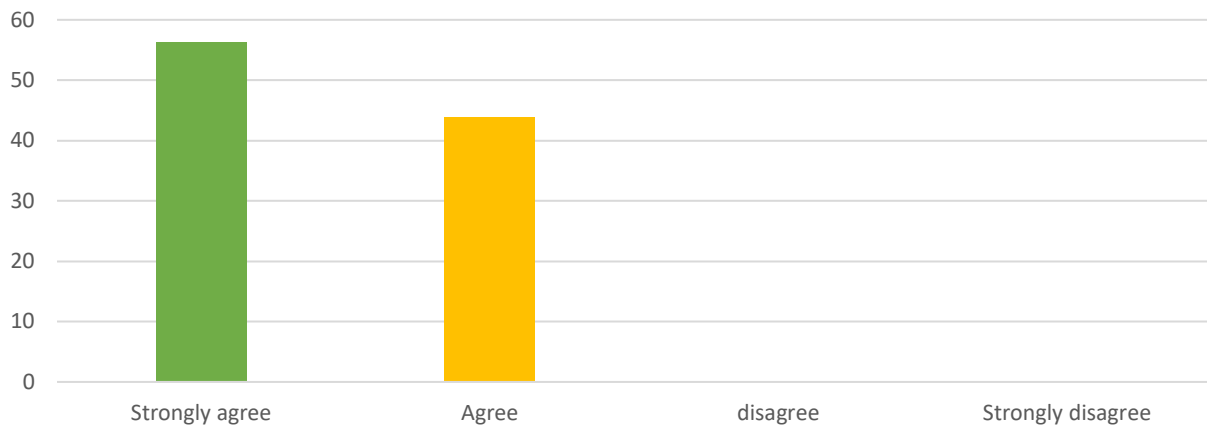
I was reassured by the support my pupils / child / self / we are going to receive from the LG.



The Ladder Group care and it's not just a slogan, they truly care about the work they are doing and for the families they are helping.

I know the experience Ladder team have and feel they offer a better level of support than CAMHS

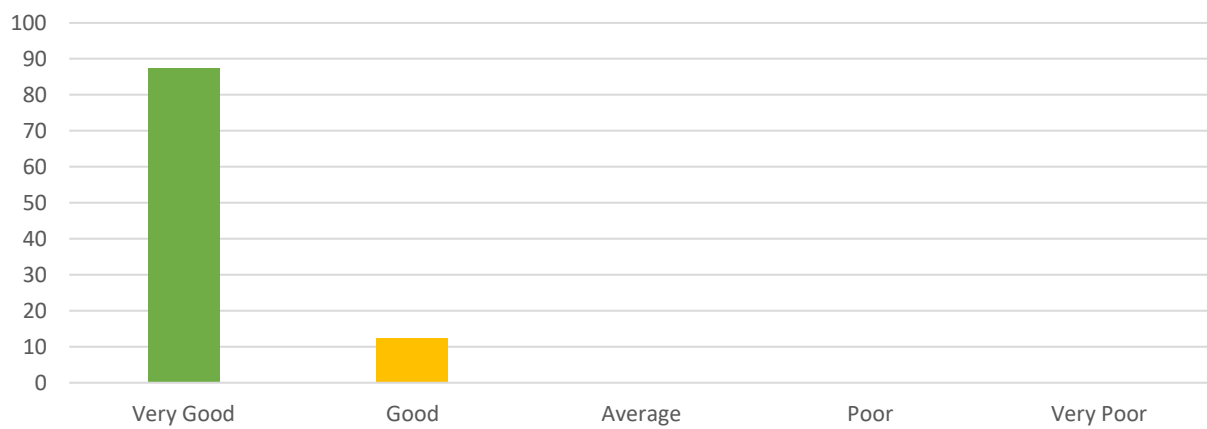
The LG offered the type of info and support I feel is needed for my pupils / child / self.



I had almost given up on being able to get any help for my child & I didn't really know what she needed & by this point was pretty much willing to give anything a try. The Ladder Group staff seemed to completely understand & empathise with the situation and our issues. It was the first time that I felt that someone really got us as a family & whatever they're doing it seems to be working!

Immediate support offered which was much appreciated. Time given to get to know her and put her at ease, gain her trust. In the future, strategies to help her cope.

How would you rate the support provided by the LG and its staff so far?



A great service - we need to expand this type of support in order to offer earlier intervention and reduce later referrals as lack of support causes cases to become more complex and harder to tackle.

Each member of the Ladder group care so much. You experience their genuine empathy and desire to help you.

I love the individual/tailored & personal approach. It's almost like you've been welcomed into Lee & Melanie's family. And it's great that they're so quick to respond.

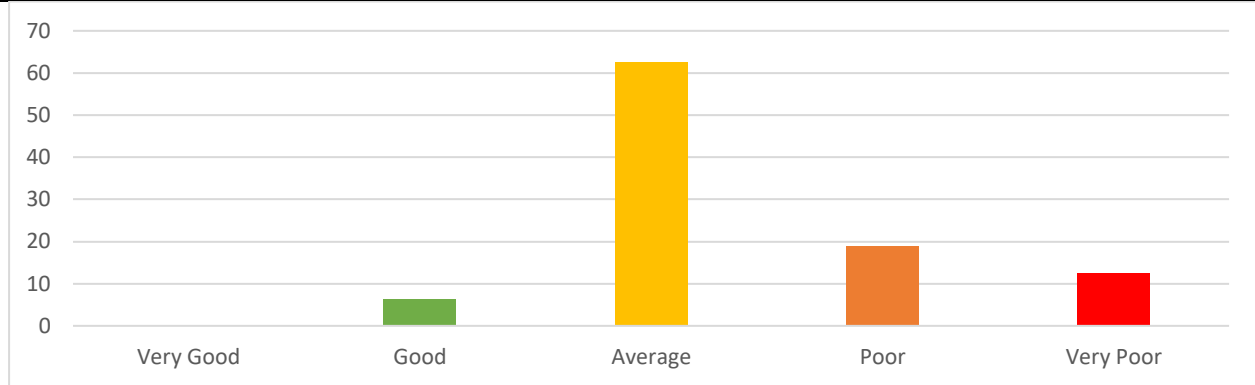
As a parent I have felt fully informed. My daughter has quickly settled and got to know the counsellor assigned to her and is engaging well as a result.

Good working relationship, quick response.

Have you / your child / students had similar support from other organisations before? (e.g. CAMHS, Northorpe Hall, Thrive etc.)

No 38% Yes 62%

How would you rate the support provided by these organisations?



Waiting time far too long

Other services always seem to stop too soon and don't offer to leave the door open - parents find it difficult to engage.

I have found the ladder group to be very efficient and supportive. The Ladder Group is filling a huge gap in services and the response from initial contact to working with families is very quick unlike other services

Very difficult to get timely support and consistency. Too many short-term interventions which do not meet complex and long-standing needs. Lack of flexibility re a set number of sessions. Lack of clarity around a confusing range of services - do they communicate with each other? I understand that the system is under considerable pressure but we need more early face-to-face support and less sign-posting on elsewhere.

Long waiting lists for support have put school off making referrals which can be lengthy and time consuming

Other agencies waiting lists are too long.

Other organisations just have waiting lists for waiting lists and help is not given to the families just the educational parties.

We have been on the waiting list for Thriving Kirklees/CAMHS for 18 months. The communication & information in that time has been poor or non-existent. My daughter has had various interventions & short-term support through school in the past but nothing that has really addressed her needs & issues long-term & given her practical strategies that she can use. And it feels like we've had to fight every step of the way to get her issues recognised & addressed. She has done workshops with Northorpe Hall but has found them embarrassing & unhelpful. (I have done some online ones that have been OK.) Plus referral procedures & links between school/college/GP & mental health support have been unclear & inefficient. I felt like I was watching my funny, bright, happy, chatty, active, intelligent daughter disappear & that there was nothing I could do about it.

We had a quick response to the referral to Northorpe Hall and specialist CAMHS met and agreed to take her case on. However, we have no idea how long she will now wait to receive the limited number of sessions they then offer.

Huge waiting time for support.

Response is slow, sessions are limited.

The waiting lists are much too long. The Ladder Group support was allocated quickly.