



**Elmore**  
Community Services

# **Be a Corporate Partner**







**“Fundraising was fun and I had direct contact with Elmore throughout, who made me feel part of the family!”**

**Duncan Enright, Mayor of Witney (2019-20)**

# Thanks for thinking of us

You've taken the first step to supporting people affected by mental health, complex needs, domestic abuse, and homelessness in Oxfordshire.

Relationships are the heart of our services, it's the same for our fundraising.

We make every penny count. For every pound Elmore spends, 91p goes directly towards improving the lives of people. Just 9p in every £1 we spend is used to keep Elmore alive, meeting our running costs.

As a local small charity, we rely on funding and donations. Right now, our work is more important than ever, and we cannot provide support, advice, and information to more people who need it without your fundraising.

We are incredibly grateful to all individuals and businesses who choose to do fundraising activities on behalf of Elmore and our clients.

Whether you put on a bake sale, bicycle ride, quiz night or head shave, whatever you choose to do, you're joining a team making a difference to people's lives.

Whether you're looking for ideas, tips, or materials, we've got everything you need to easily organise fundraising, keep it fun, and make it a success.

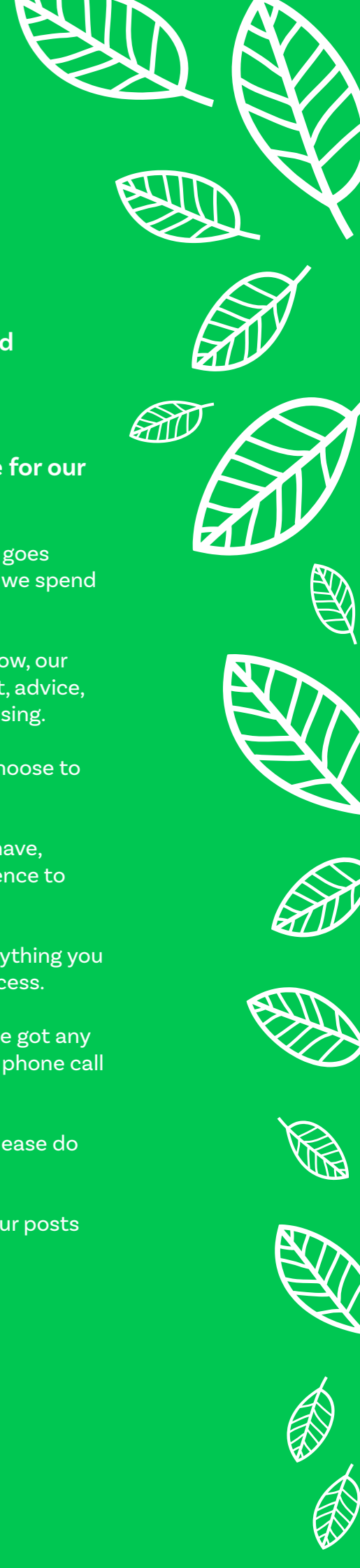
I hope you find everything you need in this fundraising kit. If you've got any questions or just need some advice; our fantastic team are just a phone call away on 01865 200 130.

If you're posting about your fundraising on Facebook or Twitter, please do tag @ElmoreCommunity.

We can't wait to see what brilliant things you do and will share your posts with our followers!

*Tom Hayes*

**Tom Hayes**  
Chief Executive of Elmore Community Services





# The Elmore Difference

## Our vision

Everyone is treated with dignity and humanity and feels able to look to the future with hope. Society meets the human needs we all share and becomes stronger as a result.

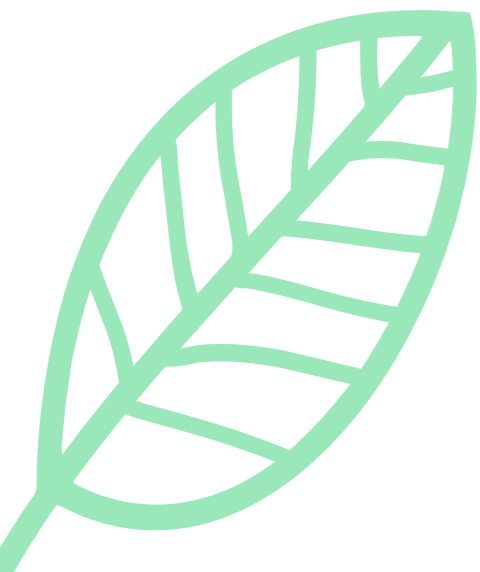
Services are sufficiently funded to flexibly engage and support people with complex needs, mental ill health, a lack of shelter, and trauma because of domestic abuse, sexual violence, and exploitation. Nobody feels pushed to the brink by the pressures in their lives.

## Our mission

To hold the hope for people, supporting and standing alongside them, so that they know they aren't on their own and feel empowered to look to the future.

To provide clients with the tools and support they need to achieve their potential and facilitate other services to support people and close the gaps that they might fall through.

To help eliminate exploitation and increase understanding about people's needs and hopes.



## Our values

The Charity is viewed by the team as skilled and unique. The sense of team is a distinctive feature of Elmore. So, too, is the feeling among frontline caseworkers and managers that they live their values through their service to Elmore and make a difference to lives.

### Bespoke

We respond with creativity and flexibility to people's needs and circumstances and support them to achieve the things that matter to them (not what others may want them to achieve). Elmore provides the right support—no matter how big the challenge or how small our control and influence.

### Non-judgemental

We never judge people because we believe in treating everyone with dignity and humanity and encourage others to do the same.

### Tenacious

We won't give up on people and support clients to expand their options, opportunities, and choices. We always raise issues that may be uncomfortable through a problem-solving approach.

### Integrity

We are honest with ourselves and those we work alongside and form authentic relationships as a result. Elmore is a trusted service provider, partner, and respected relationship builder with other agencies to ensure people get the right support when they need it.

### Empowering

We think outside the box to support people to increase their sense of control over all areas of their lives. We find new ways to help people to increase their sense of self-determination and hold the hope until they can feel hopeful about their own future.



# Do you want to be a corporate partner?

**We want to work with you in a way which honours your choice to support Elmore by making a lasting difference to people's lives.**

**Relationships thrive when people invest in them, so Elmore will provide:**

- A dedicated point of contact who responds promptly to your emails and proactively stays in touch
- Materials, resources, and advice for fundraising, and support throughout
- Priority places for events such as Oxford Half Marathon, Blenheim 7K, and Bike Oxford, taking in the best scenery while you improve your fitness
- Ideas and options, so that you can decide how you want to support us
- Eagerness to work with you to implement your own ideas about how you'd like to support Elmore

**We want to ground all our relationships in shared values, so Elmore will always:**

- Listen to your ideas and suggestions, and work to build a relationship rather than treat you as a chequebook
- Give you choice: If you would like to allocate your donation to a particular area of our work or specific project, we can ensure that this will happen.
- Give you confidence: Elmore won't waste a penny of your fundraising and we will put your gift to work quickly to make a difference.
- Give you updates: Elmore will keep you up to date about how your support is helping to change lives as part of our ongoing discussions.
- Acknowledge your choices: People can judge businesses by the company they keep, and Elmore has a proven track record that we're proud of. We want to recognise our relationship in public, so that more people know about our shared commitment to supporting people locally affected by mental health issues, complex needs, homelessness, and domestic abuse.

**Let us know if you want to explore a partnership by filling in the form on [elmorecommunityservices.org.uk/be-a-corporate-partner](https://elmorecommunityservices.org.uk/be-a-corporate-partner) or giving us a ring on 01865 200 130.**

**You'll hear back from Elmore within a few days.**

# Who We Are

## How does Elmore work?

Elmore's flexible approach seeks to engage with people who may have slipped through the net of mainstream services, and to make a positive and lasting impact on their lives. We seek to address each of these four reasons why clients do not fit easily into services and can be hard to engage.

Elmore clients typically benefit from longer-term interactions. This contrasts with the many well-developed services for mental health issues in Oxfordshire which have been developed around a model that relies on short interventions. Initial approaches may be rejected. The Elmore worker will persevere, trying out different tactics to engage the client and build up their trust, possibly for the first time, in an agency. The build-up of trust delivers positive outcomes for the individual and the system in the longer-term, which means work can go at a slower pace. Our impact is a 'slower-burn' impact of increased time needed to achieve useful outcomes with clients.

We persistently try to engage people and make all potential avenues for treatment and support open and accessible. It is routinely our distinct role to make sense of the range of agencies that might be able to offer a relevant service, and to support people to access them.

## Overview of Elmore Community Services' individual services

### Complex Needs Floating Support

We support people with complex needs who do not fit easily into other services to stabilise their lives and access services. Funded through the Oxfordshire Mental Health Partnership and by Oxfordshire County Council, we provide practical support, link people up to services, and emotional support—helping people to gain self-confidence and independence.

### Mental Health Floating Support

We support people to get practical and emotional support from specialist services to manage their mental health. Funded through the Oxfordshire Mental Health Partnership and by Oxfordshire County Council, we work closely with local mental health teams (including NHS teams) to help people work towards recovery.

## **New Beginnings for Adult Survivors of Childhood Sexual Exploitation (CSE)**

We support people who have experienced childhood sexual exploitation to get practical and emotional support to move on with their lives. Funded by Oxfordshire County Council and working closely with agencies such as Thames Valley Police and the wider criminal justice system, we support survivors who often experience difficulties with mental health and relationships, substance and alcohol misuse, and poorer physical health. The severity of the experiences mean survivors often cannot access specialist help elsewhere.

## **Tenancy Sustainment**

We support vulnerable council residents to keep tenancies and stay in their homes. Funded by Oxford City Council, we provide support with mental health but also help and advice with practical matters such as applying for (and staying on) social security entitlements.

## **Primary Care Project**

We link people to support for social, emotional, and practical needs. Elmore provides brief intervention support which meets needs such as mental health, physical health, daytime activities, and finance. In partnership with Oxfordshire Mind, Elmore's workers assist GPs and other primary care professionals.

## **Mental Health: Family Solutions Plus**

Funded by Oxfordshire County Council, Family Solutions Plus is comprised of locality-based, multi-disciplinary teams of professionals including specialist adult practitioners, working together to support children and their families. The new teams bring together Social Workers, Children's Practitioners, and substance misuse and Elmore adult mental health and domestic abuse workers to work collaboratively to achieve best outcomes for children and families. Motivational interviewing is at the heart of the new model; the FSP team are committed to engaging families using a strength-based, solution-focused approach. The practice model uses a single structured 'workbook' approach to assess parents' capacity for change, reducing the volume of recording for social workers. Elmore delivers the mental health service alongside Connection Support and Oxfordshire Mind.

## **Domestic Abuse: Family Solutions Plus**

As per the FSP mental health service, Elmore provides domestic abuse workers. Funded by Oxfordshire County Council, working with perpetrators, as well as survivors of domestic abuse, the Elmore service seeks to treat the cycle of aggression with ten specialist roles delivering new interventions, both face-face and online, both in individual and group settings.

## **High Intensity User (HIU) Project**

Similar to other areas of the UK, Oxfordshire has a system-wide challenge with people who present frequently and/or problematically to urgent and emergency care services. This is not a homogenous group of clients, but rather a number of individuals with varied and sometimes complex issues. Funded at first by Oxford Universities Hospitals and now Oxford Health NHS Trusts, Elmore provides individualised approaches to ensure they receive coordinated and consistent care and support, in order to reduce repeat ED presentations and ensure that people get the right support in the right place.

## **Hospital Navigation for High-Risk Offenders**

Funded by Oxfordshire County Council, Elmore is creating a hospital navigator post to build trust with patients who present at the Horton Hospital in Banbury with complex and multiple needs, including high-risk people and those who pose a risk of causing harm. Working in partnership with Connection Support, Elmore will provide rounded support to ensure residents can be discharged from high-risk areas safely and preventative measures to reduce repeat access.

## **Supporting Oxford Safe Haven (OSH)**

Oxford Safe Haven (OSH) offers out-of-hours support for adults experiencing mental health crisis, and Elmore is supporting its extension to become 7-days a week. Elmore will work with Oxfordshire Mind to support people referred from OSH to access community-based support.

## **Supporting homeless people with complex needs**

Funded by Oxfordshire County Council, Elmore embeds caseworkers in an Oxford-based homelessness hostel to provide intense face-face complex needs case working support to our partner Homeless Oxfordshire.

## **Preventing homelessness**

Funded by Oxfordshire County Council, Elmore will be providing a partially embedded worker to the Temporary Accommodation Team and Anti-Social Behaviour Investigation Team to Oxford City Council to support the avoidance of homelessness and ensure tenancy security.

## **You Matter, Rise & Shine**

Funded by Oxfordshire County Council, Elmore and Connection Support works with people with common and low-level mental health problems to access community-based support.

## **Is there a typical Elmore client?**

Our clients will usually have multiple separate support needs such as mental health issues, homelessness and rough sleeping, substance misuse, offending, difficulty in forming and sustaining relationships, physical disability, self-harm, learning difficulties, domestic abuse, sex working or experience of abuse and neglect. Elmore deals with some of the most complex clients in Oxfordshire.

The lives of Elmore clients are typically punctuated by various traumatic events which have led to an inability to process emotions in a conventional fashion. Crises and escalating difficult behaviours can punctuate people's lives. Escalating behaviours can result in a range of adverse consequences for the person, including loss of housing and livelihoods, financial difficulties, and interactions with the criminal justice system. Self-harm, alcohol, or other drugs may be used by complex clients to reduce their emotional dysfunction.

In times of crises, multiple agencies may be contacted by or involved in the life of an Elmore client, often at the same time. These agencies can include GPs, Police, Social Care, Acute Medical Services, Mental Health Services, Third-Sector Providers, and A&E. These contacts can be multiple as well as simultaneous, and without clearer communication and join-up, they can risk overwhelming agencies and, indeed, an overall system that is not designed for such behaviour.



## Why does this make it tougher for clients to fit easily into services?

With such needs, clients do not fit easily into services and can be hard to engage. Clients often have something fundamentally important in common—for a variety of reasons, they are not getting the services that they need, when they need them:

1. The client is **too chaotic, so the services they need cannot cope**. Elmore clients can have difficulties keeping appointments and may behave inappropriately when they manage to keep appointments.
2. The client **does not fit referral criteria for services**. People with a cocktail of problems are always the exception to somebody's rule. Indeed, strict admission criteria may result in the restriction of access to a service. Services, therefore, can cycle clients through local services as no one service wishes to be left holding responsibility of the patient. There may also be a lack of a clear effective intervention or a poor fit between a service's preferred intervention and the needs of a client, which means that services choose not to engage.
3. The client is **unwilling to engage**. They may distrust statutory agencies and refuse services.
4. Confusion over **which services should be involved**. Multiple problems can result in multiple agencies getting involved. Clients can often be well-known to services but there seems to be no one agency with an overview of their care needs, and this can result in a lack of clarity. It might be the case that the client receives variable mental capacity and various assessments of their wellbeing and capability leading to a difference of views among agencies about needs and actions, which cannot be effectively integrated.



**Elmore and Blackwell's Oxford  
hosting a conversation with  
singer Frankie Bridge for  
World Mental Health Day**





**[elmorecommunityservices.org.uk](http://elmorecommunityservices.org.uk)**

Elmore Community Services are a registered Charity (1090616)

