

# Jami

The Mental Health Service for our Community

## Jami Strategic Plan 2021 – 2026

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**The Jewish community, like wider society, has come a long way in understanding and supporting people with mental illness. But there is still a long way to go and the prevalence of mental illness amongst both adults and young people is increasing year on year.**

Statutory mental health services are struggling. Combined with increasing need, which began even before the Covid pandemic, people are struggling to access timely, evidence-based support for mental illness when they need it. The result is that mental illness is diminishing the quality of life for many; and all too often, risking lives. In particular, young people's mental health is a source of deep concern in the community.

In this context, Jami is setting out a bold and ambitious new strategy for 2021-2026, built on renewed clarity of our Purpose: Jami exists to enrich and save lives impacted by mental illness in the Jewish community.

We achieve this Purpose through three clear pillars of work:

- We advise and advocate
- We provide treatment and support
- We educate and campaign

Whether people need an urgent and reassuring conversation; expert advice in how to navigate the complex maze of mental health services; recovery-focused services over the short term; an advocate

by their side; or long-term professional support, we will make sure that people in our community get the treatment and support they need, as quickly as possible.

We set out within this strategy radical developments that will transform mental health provision for the community. Highlights include our five new strategic development priorities:

- Establish a service for young people of secondary school age, where there is currently a stark gap in provision for our community
- Make it easier and quicker to gain help by improving our 'front door' and offering more to people 24/7
- Make affordable access to counselling and one-to-one psychological therapies available via Jami, enabling timely and professional support
- Develop new Head Room Cafés and integrated Jami Hubs to support collaborative physical and mental health care in welcoming and non-stigmatising environments
- Increase campaigning, education and suicide prevention

It matters not only what we do, but how we do it. This strategy also sets out Jami's values, which for the first time capture the distinctive ethos and culture of our unique organisation:

Aspirational, Collaborative, Compassionate, Expert and Inclusive.

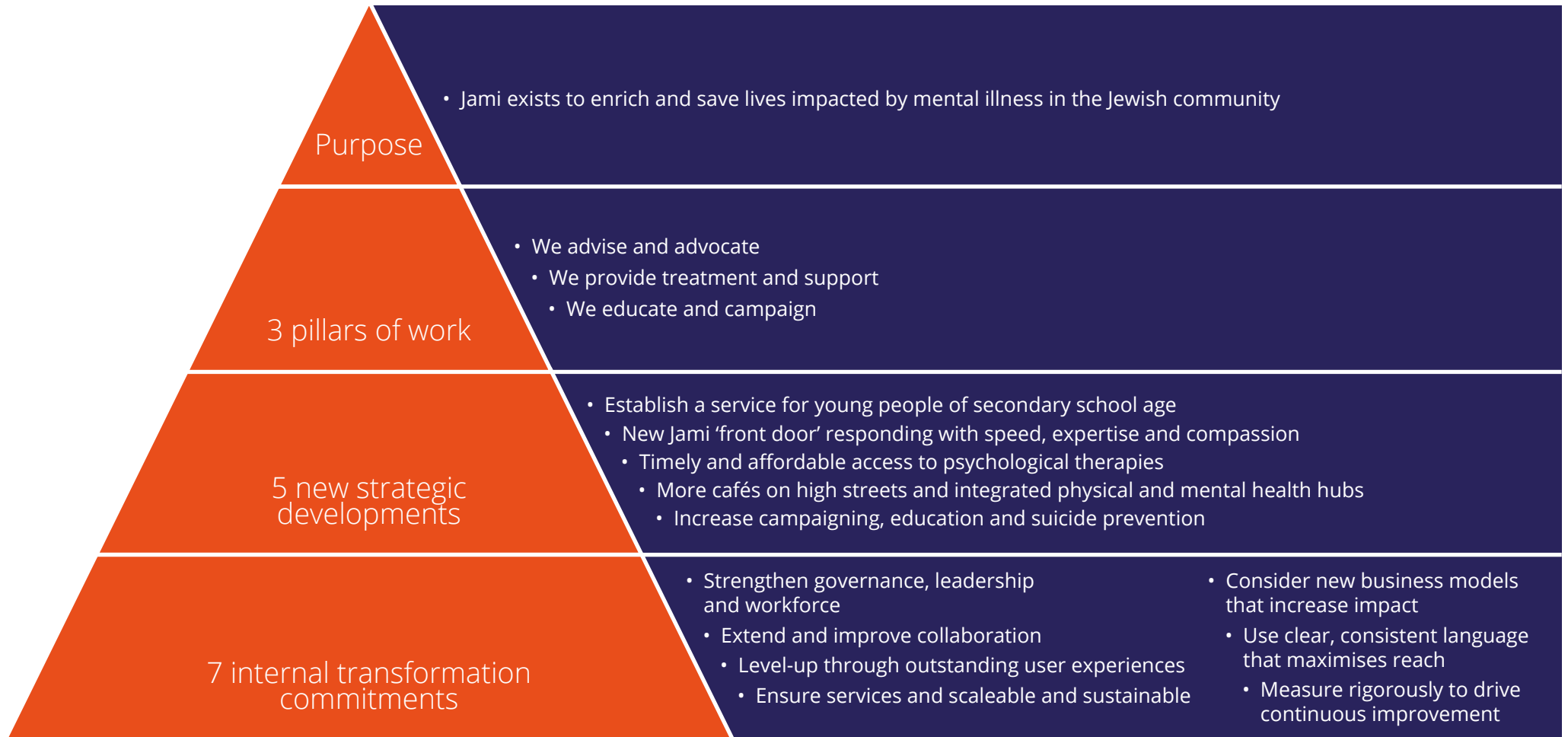
Finally, we recognise that we will only be able to deliver on this ambitious agenda if we also transform ourselves from within, to ensure that as we grow, we remain safe, well-governed and led; and equipped with the right culture, capability and processes. Our seven internal transformation commitments will provide a platform for our continued success.

- Strengthen governance, leadership and workforce
- Extend and improve collaboration
- Level-up through outstanding user experiences
- Ensure services are scaleable and sustainable
- Consider new business models that increase impact
- Use clear, consistent language that maximises reach
- Measure rigorously to drive continuous improvement

The agenda set out for these next five years is challenging. We face it with determination and optimism that we can, as a community, do better. Mental health services have long been the "Cinderella" services of our community but as we ready ourselves to grow, we will need the community to invest in mental health on an entirely new scale if we are to keep our young people and adults safe and well.

*Jami would like to thank the 400 people who contributed to this strategic plan via our extensive consultation process, including service users, volunteers, leaders of partner organisations, our trustees, clinical governance group and staff.*

Language: We recognise the language we use to discuss mental health and mental health services is very important. We also acknowledge that the consensus in service user research is that there is no agreed terminology that fits with the diverse range of experiences of people who identify as service users or survivors. What is agreed is services need to be designed and delivered to acknowledge the part that socio-economic factors play in mental illness, and reduce the stigmatising impact purely individual or medical models may have. At Jami we understand that there are wide-ranging experiences and ensure a person-centred approach to language by discussing preferences with individuals. Therefore, we use various terms interchangeably, such as mental illness, mental health problem and distress.



## Our Values

Aspirational

Collaborative

Compassionate

Expert

Inclusive



Jami has a proud history of growth and continuous innovation. Our bold new strategy sets out our plans to upgrade the Jewish community's response to mental illness, with a step-change in scale and provision.

In the last decade, we have established a wide range of new services and massively increased the number of people for whom we provide treatment and support.

However, we cannot be complacent. The national picture is dire in terms of mental health, and the Jewish community is no different – ever-growing need along with greater complexity and severity of mental illness. These trends were clear before Covid but even more so now, particularly in the areas of suicide prevention and in the currently deeply underserved area of under-18's mental health.

Having undertaken a thorough review of the needs of the community, present and future, we have developed a strategy that represents a significant advancement in the community's mental health provision.

This is a huge agenda for change, which we will develop while continuing to run our diverse set of highly professional services, which already serve over 1,000 people every year.

We cannot do this alone. Collaboration is vital and we value our many partnerships and the efforts of so many others. In 2013, Jami entered a long-term partnership with Jewish Care that has given us a strong and supportive platform to meet ever-greater levels of need. We will continue to develop this partnership as we look to collaborate even further.

For those with mental illness, we will strengthen our capacity for collaboration at the frontline across agencies both voluntary and statutory, Jewish and mainstream, so that care is joined-up and integrated.

We start from a strong position, and as we grow our service operations we know that we need to keep strengthening our communication, our management and our governance to maintain the safety and quality that is so vital in any mental health provider. Retaining our culture and values is key to enable us to deliver this ambitious service strategy and to save lives impacted by mental illness in years to come.

A handwritten signature in black ink that reads "Adam Dawson". The signature is written in a cursive, flowing style.

Adam Dawson  
Chair

## The national picture

Pre-Covid, mental health was a growing priority, waiting lists for NHS support were long, thresholds for receiving support rising, and the national picture for adults and young people's mental health growing at alarming rates.

The pandemic has deepened this crisis and we are only at the start of seeing its impact. Unprecedented uncertainty, fear, isolation, bereavement, financial insecurity, and disruption to our routines will take a huge toll. The impact on people with little or no financial and/or social resources has been exponentially higher.

Before Covid, waiting times for NHS mental health services were under criticism, with figures from three months to two years for initial assessments.

The impact of the pandemic on young people's mental health is widely understood to be particularly devastating.

## Inside the Jewish community

The patterns and impact of mental illness within the Jewish community directly reflect those of wider

society, according to the Institute for Jewish Policy Research (JPR). Like other historically stigmatised social challenges, mental illness is increasingly being recognised and acknowledged. But when those with mental illness are excluded from our communities, or participate only on their margins, this only exacerbates the sense that they don't exist. As JPR put it, "the mental health toll is largely hidden from view, both in the Jewish community and elsewhere".

At Jami, we welcome the positive change in the conversation within the community about mental health, prompted increasingly by wellbeing and mental health initiatives and further reinvigorated every time the community experiences a tragedy. We want the community to reach the point where mental health is on our agenda all the time and where there is meaningful conversation about how far our schools, synagogues and communities are fully inclusive and welcoming environments for all.

Our service users tell us how vital it is that Jami is a Jewish provider. For some people, Jami is their sole link to the community. We are offering even more than is available outside the community. We are delivering on our commitment to guarantee that

even at a time when statutory services are struggling, our community members can access the advice, treatment and support they need in a timely manner. Jami supplements the care available through the NHS, ensuring that every member of our community has a safety net on which they can rely.

Jami is one of many voluntary sector bodies that are central to the UK model of mental health provision. National mental health policy expects the voluntary sector to meet a growing proportion of communities' needs. However, this policy drive does not come with statutory funding. The Jewish community is often taken to be a role model amongst wider society for the quality and scope of our charitably funded services. Almost two out of three respondents to the JPR paper (Hidden Effects: The mental health of the UK's Jewish population during the COVID-19 pandemic; October 2020) felt their mental wellbeing had deteriorated, at least to some extent, since the onset of the pandemic. This good example of not-for-profit service delivery to our community must grow significantly over the coming years to meet the needs of those experiencing mental illness and distress.

Exacerbated by the pandemic, demand for mental health services is predicted to increase by 40% for adults and 60% for children and adolescents (The Kings Fund)

One in every six 5-16 year-olds has a mental health problem (Young Minds)

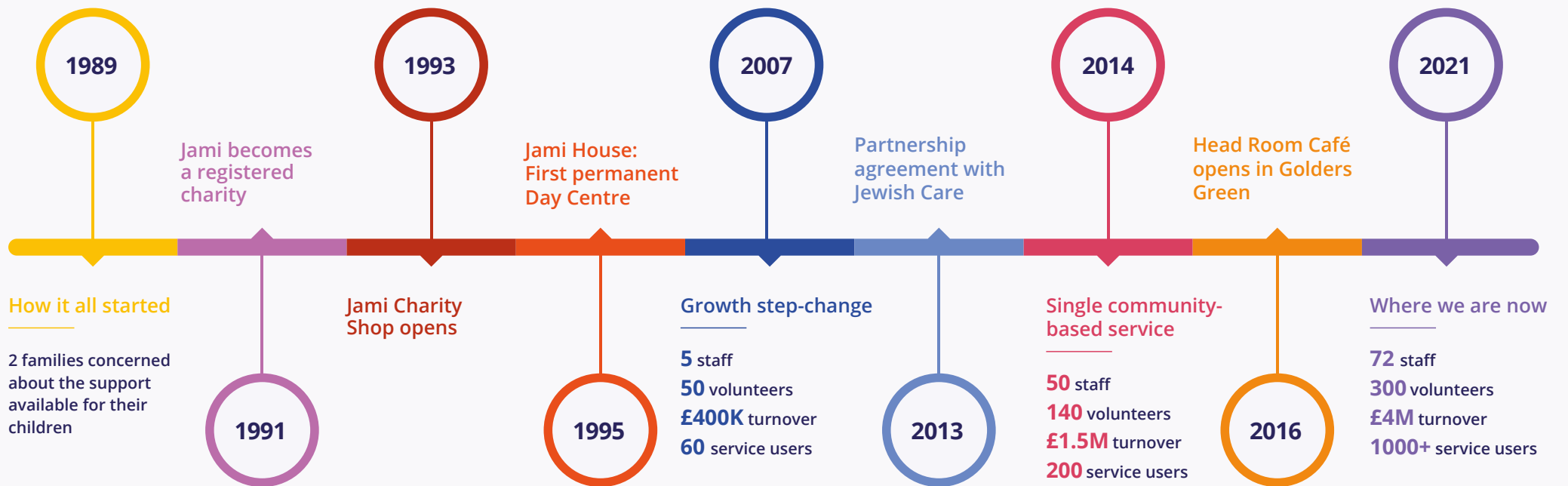
The number of young people presenting at A&E with urgent mental health needs has tripled in the last ten years (Young Minds)

25% of young women have a diagnosable mental health problem

Suicide is the single biggest killer of males aged 20-49 in the UK (Mental Health Foundation)

40% of people waiting for mental health treatment end up contacting emergency or crisis services while they wait (RCPsych)

## 30 years of mental health services for the Jewish Community





Jami was founded over 30 years ago by a small group of parents and carers in response to the lack of day provision or accommodation they felt was available for their loved ones living with mental illness, following the closure of large psychiatric institutions. With a focus on long-term support for adults with severe and enduring mental illness, they took on the role of filling the gap between hospital and community. Today, Jami continues to provide unflinching long-term support for more than 300 adults, now mostly aged 50-80.



However, the way we support this community has changed, with traditional day centres becoming frowned upon as places which promoted segregation from local communities rather than integration, and environments which limited social participation in daily life. Jami therefore redesigned its day services to be outward-facing recovery-focused Hubs, encouraging social inclusion and meaningful activity. People were encouraged to make their own choices, to be involved in the decisions that affected them and to access vocational skills and education.

Things changed even more radically during Covid, with many of the Hub programmes and one-to-one support going online. In 2021, we increased delivery of treatment and help in people's homes and within their local communities.

Alongside our long-term provision, Jami has extended services to support a far greater number of adults within the mainstream Jewish community who experience mental illness during their lifetime, most commonly anxiety and depression.

The wide range of services that Jami offers is currently able to meet the diverse needs and goals of our service users. Whilst most

services are only for adults, since 2020 we have been serving 16- and 17-year-olds through our Young Adult service.

Today, whilst many contacting Jami for the first time go on to use our services, in the first instance, many people's priority is gaining advice about how to navigate their unique and challenging situation.

Jami currently supports many hundreds of people each year with mental ill health, enabling those isolated because of their mental distress to become reengaged with their family, friends, colleagues and local community. In addition, Jami reaches thousands more people through training, seminars and other educational sessions.

We have strengthened our internal monitoring, evaluation and learning processes using an evidence-based approach to collect and analyse data. This ensures that we can understand, measure and articulate the impact that we make, and use this knowledge to better meet the needs of service users.

In the year 2019-2020, Jami staff recorded 48,337 separate service interactions to 1,426 individuals through the following:

- **Head Room:** Jami's Head Room Café in Golders Green brings awareness, education and access to mental health support to the high street.
- **Community Hubs:** Jami's hub services are a lifeline to those within the community suffering from mental illness. In 2019/2020 there were 14,469 attendances at Jami's hubs in Edgware, Finchley, Hackney and Redbridge.
- **Physical Health:** 1,145 hours were spent by people participating in physical fitness sessions.
- **Carer and Family Support:** Jami offers a comprehensive programme of support to carers, whether it be for one-off advice or ongoing assistance.
- **Vocational Support:** Vocational rehabilitation is an integral part of Jami's recovery strategy; offering people a well-structured and supportive path into voluntary work, education/training and paid employment.
- **Jami's Social Enterprise hubs:** The Warehouse in Borehamwood - home to Jami's ebay shop and upcycling workshop, Head Room Cafe in Golders Green and a 'pop up' shop in Mill Hill.
- **Education Outreach:** Jami's Education Team provides learning and engagement for adults and young people across the Jewish community, including schools, synagogues and organisations. In 2019/20 421 people became Mental Health First Aid accredited.
- **Suicide prevention:** ERIC – the Emergency Response Initiative Consortium - a group of charities led by Jami, have together created gold standard guidance for schools when a suicide occurs and deliver immediate face to face or digital support within schools in the event of a suicide.
- **Awareness raising:** Initiatives such as Mental Health Awareness Shabbat have built up to become an established point in the communal calendar.
- **Volunteering:** Our volunteer workforce is integrated into our service provision, including the Hospital Visiting team which provides an important link to life outside of the hospital as well as to the Jewish community. In 2019/20 the Jami Hospital Visiting Team made 814 visits to Jewish people in mental health units across London.
- **Compeer:** In lockdown, Jami's Befriending Programme was enhanced using the Compeer model, an international approach that matches screened and trained volunteers and people with mental illness.
- **Jami Qwell:** An online mental health platform providing adults and students across the UK access to free, safe, online mental health counselling and support through a bespoke branded portal on Jami's website.
- **Shout:** Teaming up with Shout, a 24/7 UK text messaging service, for times when people feel they need immediate support.

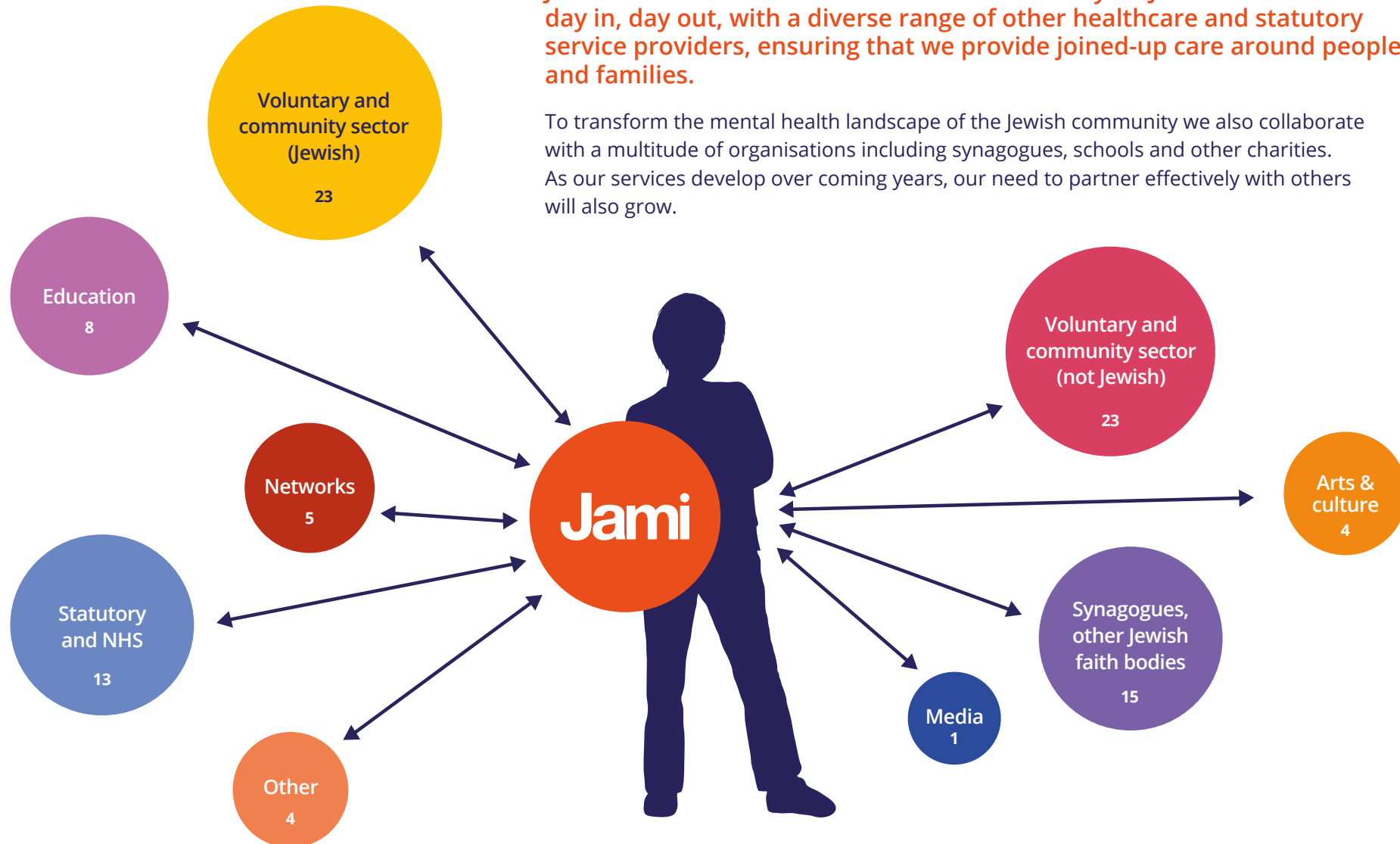
We employ specialist mental health professionals to deliver our current services, predominantly **Social Workers, Occupational Therapists** and **Peer Support Workers**.

The demand for Jami's services has grown exponentially during the pandemic. The Royal College of Psychiatrists warned of a "tsunami" of mental illness from problems stored up during lockdown. In 2021 Jami has already witnessed significant growth in the demand for our services as a result of the anxiety, isolation and risk that lockdown has caused.



Jami does not work alone. Our service users rely on Jami to collaborate day in, day out, with a diverse range of other healthcare and statutory service providers, ensuring that we provide joined-up care around people and families.

To transform the mental health landscape of the Jewish community we also collaborate with a multitude of organisations including synagogues, schools and other charities. As our services develop over coming years, our need to partner effectively with others will also grow.



Jami is fortunate to have engaged service users and dedicated volunteers, staff and trustees. Over 400 people were actively engaged in the consultation to create this new strategy. We also spoke to our organisational partners with whom we collaborate. We thank all of them for sharing their wisdom and insight.

There was a high degree of consistency in what we heard during our consultation process, with key messages as follows:

- Demand for mental health services and support is increasing within the community – like the wider population – and will almost certainly continue to increase over the next five years.
- Jami must be ready to grow and will need to significantly upscale corporate resources, including management and governance, to bring in sufficient funds, enhance collaboration and maintain quality whilst provision grows.
- Jami needs to communicate more clearly what it does and who it can support, so that all possible beneficiaries understand the various services Jami offers.
- Mental health services for secondary school age children in the community is deeply and worryingly under-resourced.
- During Covid, Jami innovated well, creating positive new in-person and online delivery models, which service users want to see maintained post-Covid alongside a resumption of previous in-person services.
- There is unmet need for affordable psychological therapies (talking therapy or counselling), advice on what type of therapy is required and how to access it. The community is looking to Jami to provide access in this area.
- Jami's 'front door' – the initial access point to our organisation – whether by phone, online or in-person, needs to deliver a better customer experience, providing an expert, caring and timely response and a positive experience every time. Widening the front door for easier access and availability is also needed.
- Jami's approach to service users and service delivery was consistently praised, in particular for being person-centred, non-judgemental, welcoming, fostering a sense of safety and treating people as individuals; as well as for its professionalism and quality of staff.

These are huge challenges that need to be addressed. In the following pages, we set out how we plan to respond over the coming five years, underpinned by our Jami values.

**Jami has a strong and distinctive ethos. We have captured the essence of our approach through these values. They represent not only the description of how we work now, but our promises to anyone who contacts us seeking support.**

They are our guiding principles, underpinning the strategic choices that we make and the way that we work with service users, families, staff, supporters, volunteers, partner organisations and communities.

**Aspirational:** we speak out and innovate to drive change and instil hope within the community

**Collaborative:** we succeed through mutual respect, listening, learning and developing together

**Compassionate:** we listen, care and offer kindness and safety

**Expert:** we are professional and led by evidence and experience

**Inclusive:** we thrive through diversity and strive to meet each person's unique needs

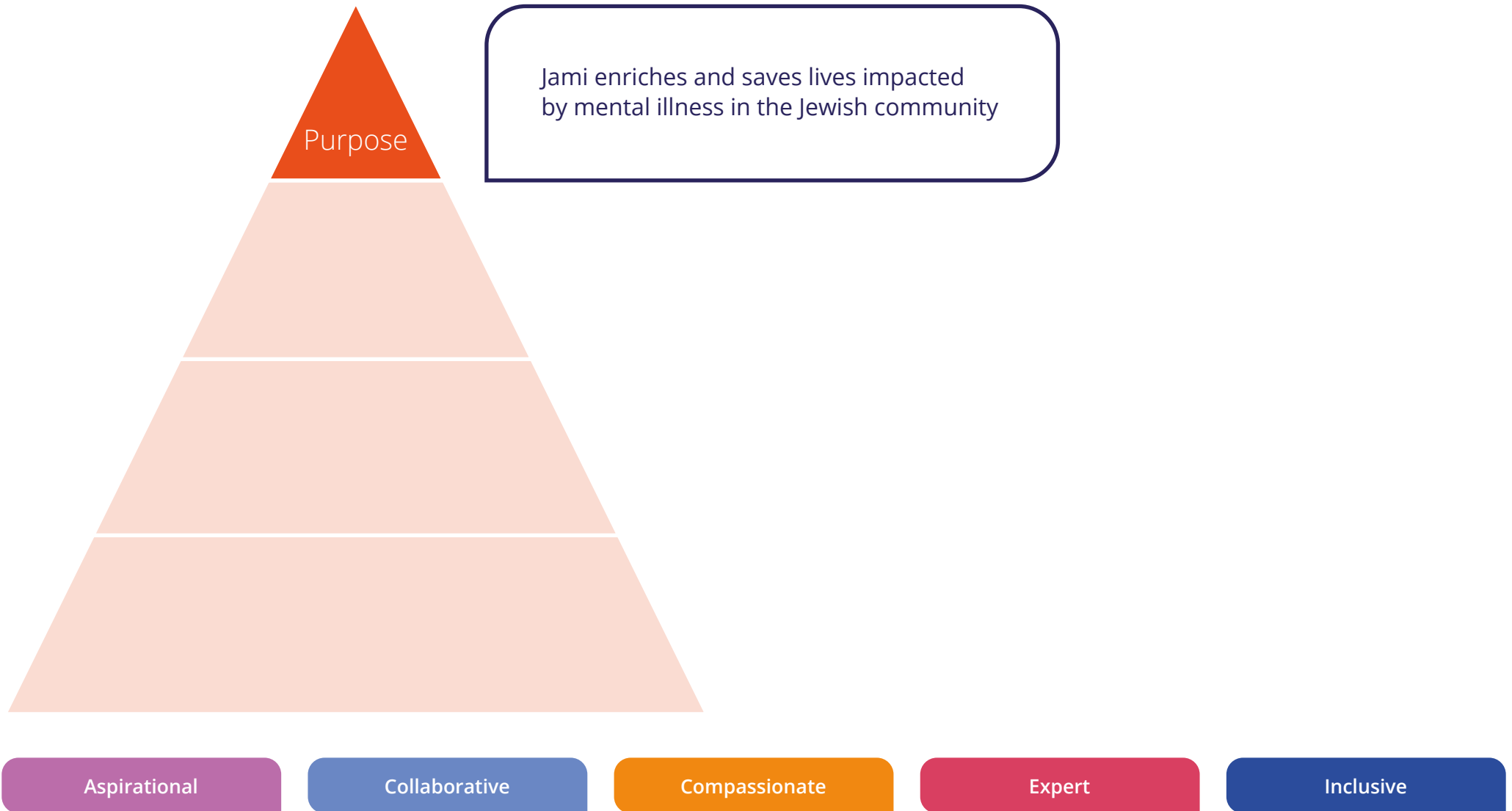
Aspirational

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We are proud to set out a bold new Purpose statement for Jami:

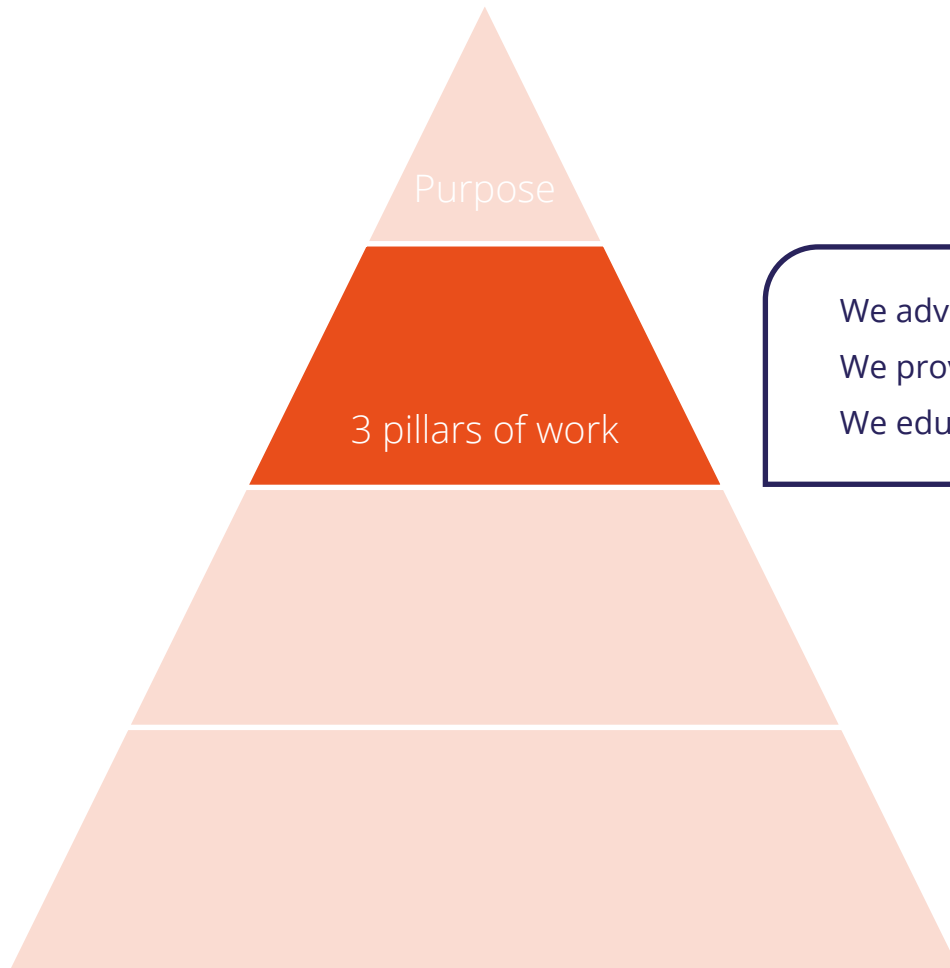
## **Jami enriches and saves lives impacted by mental illness in the Jewish community**

We have developed this **Purpose** through rigorous analysis of the problems and needs that face the community.

The Jewish community and wider society cannot access timely, evidence-based treatment for mental illness when they need it. Despite progress, the community continues to lack sufficient understanding of mental illness and demands the ability to build resilience within safe and inclusive environments.

With this purpose in mind, we have developed a strategy that brings greater clarity to what Jami does, re-structuring all our work into three pillars.





We advise and advocate  
We provide treatment and support  
We educate and campaign

Aspirational

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## Everything Jami does is driven by one or more of our three strategic pillars

### Pillar 1: We advise and advocate

Guiding people through the challenging journey of navigating mental health services and providing emotional support and expert advice from the moment someone contacts Jami.

#### The problem

At times of crisis, people need to be heard and treated with kindness, as well as receiving expert support and advice on mental health provision

#### Our consultation process informed us that:

- people find it difficult to gain the mental health support they need for themselves or for loved ones. Knowing who to call, understanding eligibility criteria, trawling through unfamiliar language and jargon is the last thing people need at times of distress. At these moments, people need speedy, easy access to expert advice, delivered with kindness and compassion.
- when mental health is under strain, people not only need specialist health interventions but also support with practicalities such as claiming benefits and maintaining employment. But these services are fragmented and often the experience of trying to navigate them causes more distress.
- people with complex mental illness often find that it is deeply challenging to have their voice heard within the fragmented and technical systems around them. This is evidenced by the demand for advocacy services within Jami increasing significantly.
- responsiveness and accessibility of our “front door” is vital when calling Jami for the first time.

#### Desired outcome

People who contact Jami for advice feel confident, listened to with kindness, and have the knowledge to navigate mental health provision, so that they can get the help they need.

## Pillar 2: We provide treatment and support

Providing professional, person-centred and peer support services and a supportive community, for young people and adults with mental illness as well as their families and carers.

### The problem

People need services to help them to manage mental illness

#### Our consultation process informed us that:

- Covid has increased conversations about mental health meaning that more people are coming forwards for help.
- needs are more complex as a result of the pandemic's impact on livelihoods, isolation and loss of community.
- statutory services are stretched as never before, both in health and social care.
- for many Jewish people, culturally-specific provision is vital to maintain their sense of identity and community; for others, factors like availability of kosher food are a matter of access to care, without which they face barriers to inclusion.
- there are significant gaps in mental health provision for young people within the Jewish community. This has been exacerbated by Covid.

### Desired outcome

People with mental illness we directly support have a measurably richer quality of life, feel effectively supported and part of mutually supportive peer communities.

## Pillar 3: We educate and campaign

Providing education and training, developing collaborative partnerships, reducing stigma and building mutually supportive relationships across the wider community.

### The problem

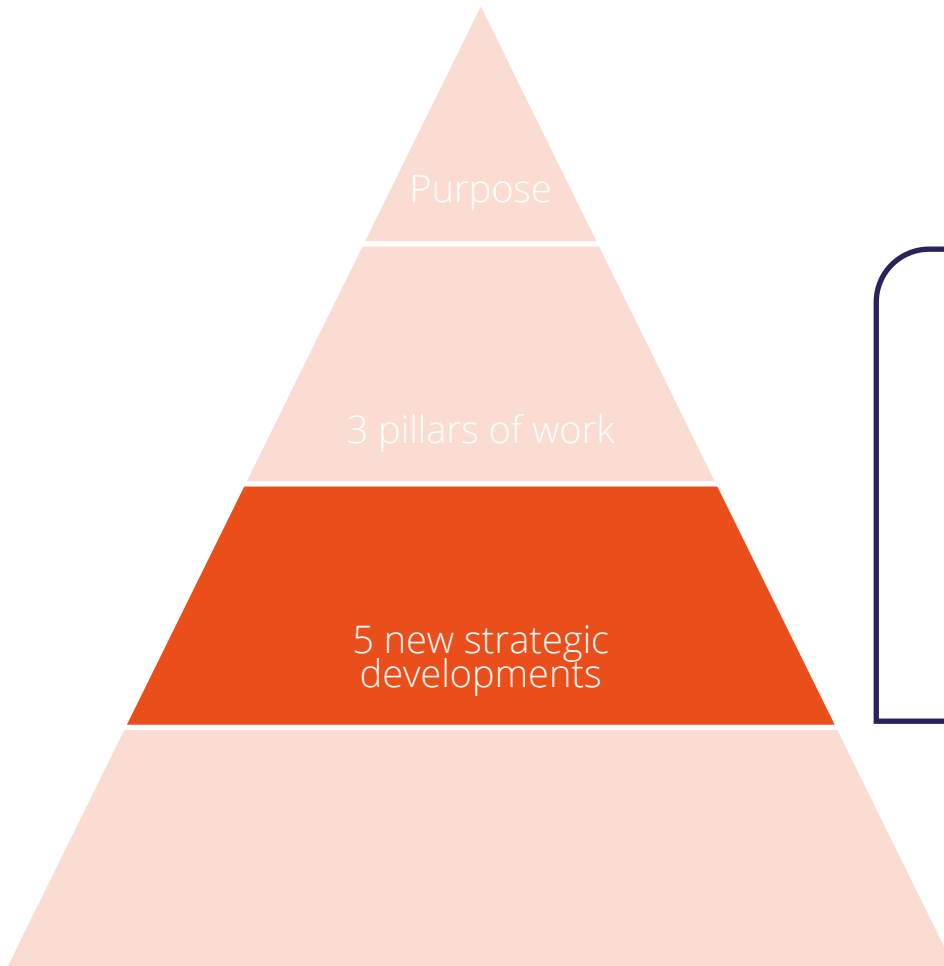
The community needs greater mental health education, awareness and resilience

### Our consultation process informed us that:

- Jami's previous 5-year strategy and campaign work 'Transforming the Mental Health Landscape' saw a significant uplift in awareness. Initiatives such as the Mental Health Awareness Shabbat and training and education programmes have made a huge contribution to awareness of mental health in general and of Jami within the community, but there is still much to do.
- for young people, Covid has added to the pre-existing, well-documented pressures of social media, reduced outdoor spaces and demanding assessment and exam systems.
- for adults, loss of livelihood and purpose during Covid has been devastating for some people, whilst the long-term anxiety caused by lockdown will take many years, in some cases, to diminish.
- our synagogues, community centres and cultural institutions need to adapt to make inclusion possible and to play a proactive part in supporting people to be part of their communities.
- schools, employers, synagogues and families have an even greater need for knowledge of how to support people with mental illness; how to intervene early, work with young people and adults expressing suicidal thoughts and how to respond in an emergency.

### Desired outcome

The Jewish community and its organisations are equipped with the skills and knowledge to be resilient, inclusive and able to support mental illness.



Establish a service for young people of secondary school age  
New Jami 'front door' responding with speed, expertise and compassion  
Timely and affordable access to psychological therapies  
More cafés on high streets and integrated physical and mental health hubs  
Increase campaigning, education and suicide prevention

Aspirational

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To achieve our mission and deliver the outcomes outlined in the three pillars, we have five new strategic priorities:

## 1. Establish a service for young people of secondary school age

- bring expertise in secondary school age mental health into the professional team at Jami's 'front door'
- develop support and treatment services in partnership, initially through a pilot service, once established grow provision

## 2. New Jami 'front door' responding with speed, expertise and compassion: Make it easier and quicker to gain help and advice when it is needed, improving our front door and offering more to people in crisis 24/7

- enhance access to Jami via telephone helpline; reduce wait time; expand the hours the service is available; support those in distress and with urgent need
- in time, reach 24/7 access to specialist support via the Jami phone number, website and text service, utilising partnerships for optimum effectiveness
- develop greater diversity of access routes into Jami with online and in-person 'front doors' via our Cafés, Hubs and partners
- ensure fast access to experienced professionals including social workers and mental health advocates
- ensure that the community know when and how to contact Jami at the moment they need us

## 3. Timely and affordable access to psychological therapies: Make affordable access to counselling and one-to-one psychological therapies available via Jami, enabling timely and professional support

- Investigate models that are able to offer cost-effective and timely access to psychological therapeutic support

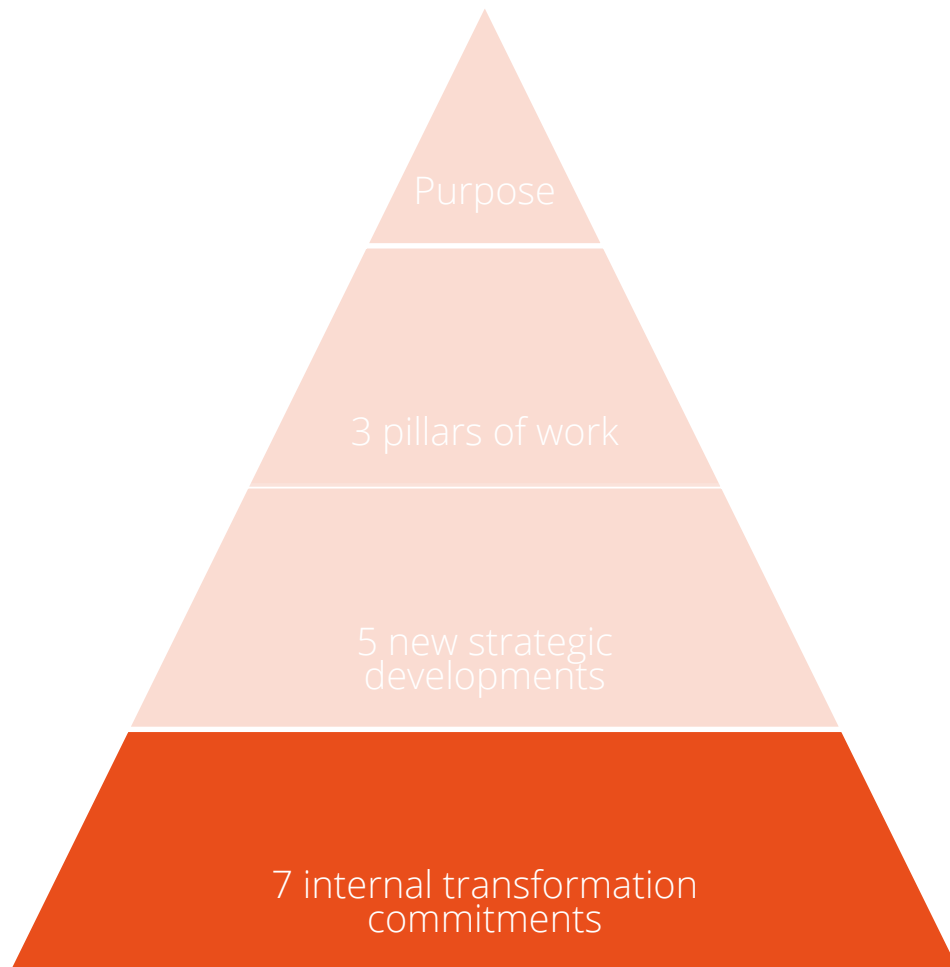
## 4. More cafés on high streets and integrated physical and mental health hubs: Develop new Head Room Cafés and integrated Jami Hubs to support collaborative physical and mental health care in welcoming and non-stigmatising environments

- Expand existing and open new Head Room Café venues within major population areas of the Jewish community
- Investigate shared café-style spaces and pop-ups with community partners
- Refocus our vocational service on Food and Beverage opportunities, optimising the synergy between our commercial activities and vocational support

## 5. Increase campaigning, education and suicide prevention

- Build capacity for collaboration and strategic partnerships at senior level and at the frontline, in order to provide expert consultation to partners and communal working groups to bolster their capacity to work with people with complex mental illness
- Develop collaborations with partner organisations to reach those with an increased propensity to develop mental illness as a result of socio-economic issues, domestic violence, homelessness, LGBTQ+ etc.
- Develop models of community and organisational engagement, partnering with cross-communal leadership bodies including the Jewish Leadership Council (JLC) and Board of Deputies, to ensure that reach across the community
- Build a scaleable and sustainable model for income-generating business-to-business activity that can meet need across the community's organisations, communities and schools

These new initiatives will be developed alongside enhancements to existing services.



Strengthen governance, leadership and workforce  
Extend and improve collaboration  
Level-up through outstanding user experiences  
Ensure services and scaleable and sustainable  
Consider new business models that increase impact  
Use clear, consistent language that maximises reach  
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## Enabling our success

For Jami to deliver the ambitious growth and service development priorities outlined in this strategy, we need to take seriously the internal challenge they represent. Our internal capability, capacity, governance, leadership and culture need to be developed at all levels, so that we can deliver this complex change programme whilst simultaneously continuing to deliver safe, high quality services.

In May 2021, Jami was awarded the Charity Excellence Framework Quality Mark. This provides assurance of our effective governance and leadership and also identifies areas for improvement. We will continue to use the CEF Framework over the coming years to ensure that every aspect of our organisation matches with best practice in 21st century leadership of charities. We consulted partners, staff, volunteers and stakeholders about the experience of working with Jami; the findings of those conversations have also informed this final aspect of our strategy.

The seven internal transformation commitments are the key enablers of our ability to deliver on our service strategy. Moreover, they will create the solid foundations for our ability to enrich and save lives impacted by mental illness in the years to come.

- 1. Strengthen governance, leadership and workforce:** We will strengthen our governance, leadership and management, as well as developing our workforce, so that we have the capabilities, culture and systems in place that will allow us to effectively deliver on all our ambitions.
- 2. Extend and improve collaboration:** We will increase our capability and capacity for collaboration, facilitating partnerships effectively and developing innovative joint approaches, multi-disciplinary and multi-agency working.
- 3. Level-up through outstanding user experiences:** We will focus on the quality of our service user experience, thinking particularly about our processes and our premises, so that we offer an inviting and dignified experience for everyone, creating parity between the community's physical and mental health services.
- 4. Ensure services are scaleable and sustainable:** We will optimise the way we work so that we are using scaleable and sustainable models, including collaborative approaches with other organisations, that allow us to work with a greater proportion of the community with ever-greater cost-effectiveness.
- 5. Consider new business models that increase impact:** We will maintain services free at the point of access for all who need it, whilst considering how we could reach a greater number of people by offering some services on a commercial or part commercial basis for those who can afford to make a contribution to costs.
- 6. Use clear, consistent language that maximises reach:** We will enhance the consistency and clarity of our language and messaging, so that those providing services, those seeking to use them and all stakeholders, including potential donors and the broader community, have a shared understanding of what Jami does, what to expect and how we work.
- 7. Measure rigorously to drive continuous improvement:** We will measure the impact of our work, using rigorous data to continually improve our responsiveness, quality, safety, efficiency and cost-effectiveness.



Jami is impact-led. This means that we define our success by the transformative effects on people that our work achieves. Our new impact model charts the journey from our activities to our outcomes and from there, to our mission. This model, with clarity about the outcomes our work must achieve, will allow us to plan, evaluate, adapt and report strategically as we move into our next stage of maturity as an organisation.



## **Compeer**

Compeer is Jami's 1:1 befriending programme, which pairs individuals with trained volunteers who meet up in person, over the phone or via Zoom. Through regular contact and check-in calls, matches can build trust and get to know each other, whilst promoting independence and better wellbeing through planned activities in pairs. Activities can range from a coffee and a chat, accompanying to appointments, or groups within the community and would depend on the need of the individual.

## **Front door**

Jami's front door refers to the point of accessing Jami services and support, currently by phone, self-referral on our website, or in person. Widening the front door refers to increasing availability and being able to deliver immediate advice if needed.

## **Hub**

Our community hubs offer access to 1:1 support, group support and a monthly programme of activities. Groups and activities cover a wide range of needs, for example, developing strategies to manage mental health, social skills and creative activity. For some people, the hubs bridge the gap between mental health services and social inclusion.

## **Occupational therapist**

Occupational therapists provide practical support to empower people to facilitate their mental health recovery and overcome barriers preventing them

from doing the activities (or occupations) that matter to them. This support increases people's independence and satisfaction in all aspects of life.

## **Peer Support**

Peer Support is a gentle yet powerful approach that is based on creating mutually supportive and empowering relationships between people who share similar experiences. Peer Support encourages people who are struggling with their mental health to use their experiences as a way of learning, growing and connecting with others; to use relationships to see things from new angles; develop greater awareness of personal and relational patterns; and support and challenge each other in trying new things. Peer Support Workers at Jami support people and carers, using their lived experience alongside training (Intentional Peer Support) and ongoing development. Peer Support Workers are part of Jami's multi-disciplinary team

## **Person-centred support**

Person-centred support places the individual (and their family) at the centre of all decisions relating to their health and wellbeing. Jami focuses on the support each individual needs and wants, rather than getting them to fit with a pre-designed support plan.

## **Social worker**

Working alongside other health and social care professionals across voluntary and statutory services, Jami social workers promote and protect the rights of individuals who may be at risk of neglect or abuse, to support or safeguard themselves. Our social workers will advocate on behalf of, and work with, clients to promote their legal and human rights; support clients to access services to help meet their needs; and empower individuals and families to make their life choices, promote their wellbeing and live independently.

## **Treatment**

Treatment for mental illness takes many forms and may mean different things to people. At Jami we refer to non-pharmacological interventions, such as one-to-one or group support to understand and manage how mental health conditions and trauma impact on a person's life. It may also be creative groups, physical activity or developing skills and confidence to carry out the occupations a person wants or needs to do. We also acknowledge that for many it is through adapting a person's environment that mental health may be improved. For example, accessing benefits, secure housing or advocating for a person's human rights and equality. It may also involve adapting activities to make them more manageable. Regardless of the type of 'treatment' or support, it is always planned and carried out in collaboration with the person.

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**For more information about Jami:**

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**Jami**

The Mental Health Service for our Community

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