

## SOCIAL & HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE

<b>Date of Meeting</b>	Thursday 8 <sup>th</sup> December 2022
<b>Report Subject</b>	Progress Report. Double Click Social Enterprise
<b>Cabinet Member</b>	Deputy Leader of the Council and Cabinet Member for Social Services and Wellbeing
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

This report provides Members with information relating to services provided by 'Double Click' Social Enterprise, supporting people with mental health problems in occupational achievement. The service is based in Rowley's Drive, Shotton, and transformed from a Social Services work scheme into a Social Enterprise in 2016. Double Click provides Design and Print services for the public and in doing so, offers training and employment qualifications to over 20 people with mental health problems at any one time.

### RECOMMENDATIONS

1	Members note the progress and success of Double Click
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### REPORT DETAILS

<b>1.00</b>	<b>EXPLAINING THE PROGRESS REPORT - DOUBLE CLICK SOCIAL ENTERPRISE</b>
1.01	<p><b><u>Historic perspective.</u></b>            Double Click was formed by Social Services to provide work experience in aspects of Design and Print, and was managed by Mental Health Support Services for a number of years. The scheme was successful but was limited in its development by the structure and requirements of the County Council. One of the people using the services made a request that we offer progression and development opportunities for people attending Double Click. This was researched and a plan agreed to develop a Social</p>

	Enterprise, and that Double Click be created as a Community Interest Company. This would enable people to progress within their chosen field, and would offer many more opportunities in the business community.
1.02	<p>After much consultation and planning Double Click became independent of Flintshire County Council in 2016.</p> <p>This has many benefits for the business who can now apply for grants as an independent company, can form collaborations with other non for profit organisations, can made decisions which benefit the people using it, and can use their independence to be creative and flexible in their approach. They are very successful in all aspects of their work.</p>
1.03	<p>The staff team at Double Click are:  Andrew Lloyd Jones/General Manager, Neil Rees/Team Leader, Claire Doughty/Training &amp; Development, Heather Wilde/Graphic Designer, Sian Jones/Designer, Dave Rouch/IT.</p> <p>Elected Members are encouraged to visit Double Click and observe the vibrant visual decoration, atmosphere and skills, and will receive a warm welcome.</p>
1.04	<p><b><u>Double Click, the present.</u></b></p> <p>Double Click now has a formal constitution, is independent and is managed by a Board of Directors, consisting of Elected Member, person with Mental Health expertise, person with finance expertise and person with Community interest. Flintshire Social Services 'purchase' training places/opportunities for people with mental health problems in the area of graphic design and IT, and Double Click also trades with the public in their area of expertise.</p> <p>They provide companies and individuals with bespoke designs, for examples Reports, plans, wedding invite packs, posters, brochures, publicity flyers, Web sites and art work design service.</p>
1.05	<p>Double Click also contribute to the wider agenda of promoting positive mental health and an example of their work in this area is the production of the regular 'Like Minded' magazine, Well known individuals Colin Jackson, Derek Brockway and Cerys Mathews have all exclusively been interviewed in relation to their own mental health challenges.</p>
1.06	<p>Double Click offers a positive, supportive and safe work environment in which people who have experienced poor mental health can develop their confidence, work skills, qualifications and personal outcomes.</p> <p>Double Click is highly successful in achieving the perfect balance of supporting people and offering real work experiences.</p>
1.07	<p><b><u>People attending Double Click.</u></b></p> <p>There are currently 21 trainees benefitting from the support provided at Double Click. Referrals come from the Social Services Mental Health Support Services and this provides support to them before, during and after attendance.</p>

	<p>There are also 3 volunteers at Double Click, and 3 employees who used to be trainees and volunteers.</p> <p>Some people will progress within the business, as demonstrated by 3 people with mental health issues gaining qualifications in graphic design, and becoming paid employees of the business. Other people, once they have achieved their personal outcomes, will progress into careers in related fields, further and higher education, or other training.</p>
1.08	<p>Here is an extract from a management report Double Click have recorded at the start of someone's journey with them.</p> <p><i>"It's an exciting time full of potential and new possibilities after the gloominess of lockdown... We welcomed two new eager trainees who started recently: O and I, they have both fully engaged with us. (I) has loved every minute! So much so, she now attends twice a week. I is working her way through an online masterclass course in graphic design software. From her very first session she really enjoyed learning and putting her new skills to practice. She has successfully designed some posters using her Photoshop knowledge old and new. We were so proud of her achievements we have framed one of her posters and printed off the rest - to start off her new portfolio that we have gifted her. (O) is full of enthusiasm, really chatty, and a friendly, welcomed addition to DC. Previously having done a lot of art, he is passionate about learning to create his own style and gain more knowledge about digital art. We have gifted him an online course to learn in detail. He is thoroughly enjoying this process. He has been using a digital tablet and learning new techniques."</i></p> <p>All the staff are looking forward to seeing what new work will be produced this year, and how individuals progress.</p>
1.09	<p>Below is an example of how personal outcomes are recorded and measured.</p> <p><i>(C) Has used both PC and Apple Macs and is very fast. He has experience with music software. Outcome Required: Wanted to learn graphic design software, to make a logo and promo material for his band. Outcome Achieved: YES C successfully completed online courses in Illustrator &amp; Masterclass in graphic design. Achievements at Double Click:</i></p> <ul style="list-style-type: none"> <li><i>• Successfully completed 2 online courses: Illustrator &amp; Masterclass graphic design: InDesign, Illustrator &amp; Photoshop</i></li> <li><i>• Enjoyed experimenting in Illustrator</i></li> <li><i>• Created online artwork for his band - very focused</i></li> <li><i>• Created a poster for his band</i></li> </ul>

1.10	Throughout covid pandemic, Double Click abided by all the Government regulations and had to 'close' its usual office. The team developed a range of alternative supports and services which included online quizzes, social events, use of IT to keep people involved and using their skills, and carefully planned outdoor activities/Photographic walks for those who needed some personal contact. They gradually opened the office, changing the layout and introducing regulations for attendees, but have now returned to 'normal' office working. The team did so well during this period and should be congratulated for maintaining support in an extremely challenging period.
1.11	<b><u>Measuring success of the service</u></b> People using the service, are examples of 'success stories'. People achieve qualifications, work experience, work skills and personally develop as a direct result of attending Double Click. The service manages the perfect balance of high quality support and high quality design and print work.
1.12	The cost of the provision to Social Services offers excellent value for money, has not increased in real terms since the beginning, and offers a unique opportunity for people. There is nothing like it anywhere in the area. The quality of the art/design work is evident and can be seen in the attached links. Customer's satisfaction is high with a typical income of £3-4,000 per month for the service and work.
1.13	The cost of the training provision at Double Click is £111,404 per annum, and has remained at that amount for the previous 6 years. With 21 trainees currently attending, and approximately 20 at any one time in the year, it demonstrates excellent value for money.

<b>2.00</b>	<b>RESOURCE/IMPLICATIONS</b>
2.01	Please note in section 1.06 the cost of the contract to FCC. There are no additional costs associated with the Social Enterprise.
2.02	Like minded magazine - <a href="https://www.dcdesignprint.co.uk/likeminded/">https://www.dcdesignprint.co.uk/likeminded/</a>
2.03	They have developed a leaflet explaining their support and their services and can be found here <a href="https://www.dcdesignprint.co.uk/introduction/">https://www.dcdesignprint.co.uk/introduction/</a>
2.04	Here is an updated version of Sian's story, Sian is now a graphic Designer working at Double Click Design & Print CIC. <a href="https://youtu.be/K25Wd9SkB8o">https://youtu.be/K25Wd9SkB8o</a>

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	Impact assessments were undertaken at the transfer stage in 2016 and remain current. Risk management is undertaken as part of the business processes at Double Click.

<b>4.00</b>	<b>CONSULTATIONS REQUIRED / CARRIED OUT</b>
4.01	None required at this stage. Business changes within Double Click are managed by the Board of Directors, in consultation with trainees where appropriate.

<b>5.00</b>	<b>APPENDICES</b>
5.01	None.

<b>6.00</b>	<b>CONTACT OFFICER DETAILS</b>
6.01	<b>Contact Officer:</b> Jo Taylor <b>Telephone:</b> 01352 701341 <b>E-mail:</b> <a href="mailto:jo.taylor@flintshire.gov.uk">jo.taylor@flintshire.gov.uk</a>

<b>7.00</b>	<b>GLOSSARY OF TERMS</b>
7.01	None .