

Tulip offers a range of community support services in Barking, Dagenham and Havering supporting people in their recovery and enabling them to be socially included.

Our services consist of facilities at **Tulip Stepping Stones** in Barking and Dagenham and the **Harold Centre Project** in Havering (on the Quarles Campus of Havering College), providing opportunities for people to build confidence, vocational skills, coping strategies and social networks.

The opportunities offered include individual assessments using the Mental Health Recovery Star and personalised support to enable people to access training, volunteering and employment in the community.

We offer a structured programme of activities focusing on personal development and skills development courses, i.e. IT, Catering, Art, Creative Writing and Photography, Assertiveness and Anger Management. There are also opportunities for social interaction and making new friends.

We promote equality and diversity by ensuring these opportunities are also accessible to people from diverse backgrounds or those who have specific needs, including people from African, African-Caribbean and Asian communities, (through the work of the Community Development Worker) and specific support for individuals with hearing impairment.

We work collaboratively with people using our services; monitoring quality within the service, planning and making decisions around service development and the recruitment of staff.

Our services work in partnership with colleagues in other services, including Havering College and other training providers, Job Centre Plus, the psychological service and the Recovery Teams in North East London Foundation Trust.



David



I found Tulip's help and support invaluable in finding and obtaining employment. I was a volunteer initially at the Harold Centre Project and now am employed as a Support Time Recovery Worker.

I feel confident that I can complete my Diploma in Health and Social Care at Havering College which was also arranged by Tulip.

STR Worker, Harold Centre



Anthony



In November 2008 I joined Tulip's user group, TUG and in July 2009 I was voted in by service users to be their representative to Tulip management. These roles gave me

the opportunity to contribute to the planning, development and decision making processes of the service and ensured that my views and the various views of other service users were heard by management.

I saw first-hand how this influenced the delivery of the service and I gained an appreciation of what can be achieved through constructive dialogue between service users and staff.

STR Worker, Harold Centre

