

Rehana's story



The area of transformation which excites me the most is collaborating and working with other local organisations. We are all experts in our own right and it's nice that we are able to build on that collectively, to better meet the needs of our local population.

For a long time now, services have been struggling to meet the needs of our target populations. Our work aims to try and improve that, so that individuals are aware of our provisions in Tower Hamlets and can start to reach out to get some support when they're struggling.

In many ways, it has influenced the provision of services to be more aligned to the values of our target demographics. Having more collaborative services where service user voices are heard and included in the decision making process means services are more aligned to what they value. I'd imagine service users are able to get much more support when it's tailored to them as individuals and what they bring e.g. culturally.

We can build on this by continuing to create services with service user needs and values in mind. Integrating services together, and expanding our outreach to more third sector VCSE organisations who do much better at connecting with minority communities; by continuing to assess what the individual and community needs are, what their understanding of service provision is and what makes them feel less likely to reach out for support, adjusting our approaches within services accordingly.

I really liked the sound of the role when it was listed online. I am passionate about mental health but more so passionate about improving access to mental health services for those who services struggle to connect with. It felt like it fit with my personal and professional goals quite well. I loved the fact that we were encouraged to think about what we might be bringing into the role – i.e. diversity and inclusivity - it was really indicative of how dedicated ELFT is to changing the way services are delivered and what the offerings are.

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