

Coproduction Report

Phase 2: Roll-Out

Gleadless and Heeley Neighbourhood Mental Health Centre

December 2025



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NHS
Sheffield Health
Partnership University
NHS Foundation Trust

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Introduction

Localised Mental Health Support

The Gleadless and Heeley Neighbourhood Mental Health Centre is a pilot project funded by NHS England that tests a model of mental health care that is more localised, aligns community and clinical support and is delivered 24/7.

Coproduction

Coproduction has been identified as a key principle to be embedded across the project ensuring lived experience voices are included during development, roll-out, delivery and evaluation. This report follows the Coproduction Report for Phase 1: Development, that highlighted what people wanted to see in the new hub.

To read the Phase 1 plan please download a copy from - <https://sheffieldflourish.co.uk/our-groups/the-learning-space>

Roll-Out

This report provides an overview of the roll-out plans that have been agreed as a direct result of the coproduction feedback during the development stage. It takes a 'you said, we did' approach to feedback. We have included feedback and wants that the programme is unable to respond to, with clear reasoning why.

Sheffield Flourish and Partners

Sheffield Flourish has led on the design and engagement of coproduction activities during the development phase and auditing the roll-out activity based on peoples feedback. This work has again been supported by partners from:

- Heeley Development Trust
- Heeley Plus PCMHT
- Rethink / Synergy
- Sheffield Health Partnership University NHS Foundation Trust

You Said, We Did: Care Model

Accessibility of Support

"I hate mornings, but in particular it is during bedtime hours that my mental health hits crisis."

Feedback:

New ways of triaging so people don't get caught between 'thresholds'.

Response:

We will be bringing together a wide range of mental health teams at the new centre (Early Intervention, Home Treatment, Assertive Outreach, Community Enhancing Recovery, Older Adults, Urgent/Crisis). Each team will work more closely with others while still using their unique skills. How often they're at the centre will depend on how many people they currently support. Some teams will be around every day, while others might pop in a couple of times a week. Even when they're not physically in the building, there will be named staff and strong connections to make sure communication and relationships stay solid.

Please also see information on Mental Health Passports (p9) and Peer Workers (p10)

Feedback:

In-person and accessible support 24/7

Response:

The centre will have staff onsite 24 hours per day, 7 days per week. Anyone will be able to drop into the centre for initial support from 8:30am until 10:30pm.

Feedback:

'Time out' space overnight for people in crisis / open-door policy

Response:

You told us that some people might need support outside the usual drop-in hours of 8:30am to 10:30pm. Because fewer people need help overnight, there will be fewer staff at the centre during those times. For safety, we'll use a door entry system at night and check in with anyone who comes after 10:30pm. This might mean we can't let someone in—for example, if they are intoxicated—but we'll still offer support by phone or similar, so help is always available even if you can't come inside.

From April 2026 we plan to have 3 hospitality beds available for people struggling with their mental health who might need somewhere safe and secure to sleep for a short period.

You Said, We Did: Care Model

Accessibility of Support

"To offer a rounded mental health service that ensures some of the currently less funded sectors of society are represented and supported."

Feedback:

Diversity in terms of ethnicity and gender at all levels/roles.

Response:

We're committed to making our workforce more diverse so it reflects the local community. We're bringing together several existing mental health teams rather than creating lots of new roles, so for now we'll be working with the existing demographics of the teams we already have. However, where we are hiring for new positions, like Peer Support roles, we're encouraging people from the Gleadless and Heeley area to apply. All our staff will also get regular training to help them understand and respect different cultures.

Feedback:

Neurodiversity-informed support

Response:

When designing the new centre, we want to make sure it's welcoming and accessible for everyone, including people who are neurodiverse or have other needs, like being partially sighted. We'll be adding new lighting systems so we can adjust brightness in different rooms and areas. We're also creating neurodiversity resource packs—an idea that came from our co-production work—to support anyone who visits. Plus, our consultation rooms will have lighting that can change colour to make the space as comfortable as possible.

Feedback:

Transport links and suitable parking facilities.

Response:

We are producing information resources that provide the bus time information and a map of the car park locations. This will also include where to guide taxi drivers for drop-off and pick-up.

You Said, We Did: Care Model

Accessibility of Support

"A cafe area where you can talk and not feel you are at a hospital."

Feedback:

The right to choose where you receive care/satellite hubs.

Response:

The café at Newfield Green will be run by Mental Health Matters, the same team behind the Sheffield Support Hub. We chose them because some people may visit the city centre hub, while others come to Newfield Green, and we want everyone to have the same quality experience wherever they go.

The Primary Care Mental Health (PCMH) team will also be part of the new centre. They do lots of appointments through GP practices, and we'll keep that option going. This means they'll split their time between GP practices and the new centre. If someone at the Sheffield Support Hub needs PCMH support, this will be picked up in our daily huddle meetings so everyone works together.

Quality of Support

"I want to feel welcome from the start – not like I'm attending my GP or a hospital and that is about the look and feel of the centre, how the staff treat you and whether I feel safe to talk and actually listened to."

Feedback:

De-escalation & listening approach

Response:

All staff at the centre will be trained in de-escalation techniques. Senior staff may get extra training if their role involves supporting in these situations, but everyone will share the same core skills. Wherever possible, training will be consistent across all organisations.

Feedback:

Cultural awareness and translation software.

Response:

We still need to do more work on developing our cultural resources and services. Plans include access to good translation services/software and pathways into appropriate community resources. We will be making this a priority and will feedback once we have developed what this will look like.

You Said, We Did: Care Model

Quality of Support

“Listening more than speaking, less judgemental and more accepting. I feel I have to PROVE my mental health before I will be accepted.”

Feedback:

Made to feel welcome from the outset / offer of refreshments every time you visit.

Response:

Our new mental health hub is based in a lively, welcoming community space that's home to the Terry Wright Community Centre and Newfield Green Library. We want this to feel like a place the community owns—not just another health service. Inside, you'll also find a café where you can grab a drink, chat with support staff or take a break.

Feedback:

Empathetic, reassuring and friendly staff / Non-generic approach - person-centred.

Response:

When arriving at the centre you will be greeted by a staff member from one of the charities we are partnering with, a peer support worker or one of our Senior Lived Experience Practitioners. We want to make sure that when you arrive there is someone who has the time to fully listen to your needs and the skills to know what support offer might best suit you.

Feedback:

Consistency in support worker / Contact and follow-up when you say you are going to.

Response:

For people receiving ongoing mental health support within one of the specialist teams, we will always aim to provide consistency in your worker. However, part of the aims of the centre is to ensure you can access different types of support at different stages of your recovery. We've created clear processes and guides so that, no matter which organisation staff work for, they'll come together as one team to provide joined-up support. For examples, we'll have short “check-point” meetings three times a day—morning, lunchtime, and afternoon. These quick catch-ups will help staff hand over important information between shifts and give everyone a chance to raise any issues or ask for extra support if needed.

Our Senior Lived Experience Practitioners will be focused on providing immediate follow-up from any referrals we receive to ensure you are not waiting for lengthy periods for contact from us.

You Said, We Did: Care Model

Communication

“Clear communication of expectations for both people accessing the centre and the workers.”

Feedback:

Introduction to the Centre and its staff

Response:

We have developed a Welcome Pack that will be given to each person who attends the centre for the first time. This includes information about all of the support and services on offer in the centre, and an overview of the different teams.

We also plan to have a noticeboard that has a picture of all the staff and volunteers working from the building, so you know who you are speaking with when you attend. There will also be good signage throughout the building.

Feedback:

Information about conditions and self-help packs available / Signposting and online resources.

Response:

We will have a designated space in the Centre where there will be a library of information that can help people to understand their mental health conditions. This will include paper copies of the Sheffield Mental Health Guide and access to the online directory.

There will be a number of Peer Workers based at the Centre who will help people to access wider community support and signpost to activities and groups.

Feedback:

Promotion across the area so people are aware what is on offer.

Response:

We have a group of people that meet on a monthly basis to specifically focus on coproducing, communicating and engaging with people about the Centre. This group includes people representing Sheffield Health Partnership University (SHPU), local GPs, people with lived experience of mental health, Gleadless Valley Tenants and Residents Association (TARA) and people from local charities. Their work has included regular engagement events within the local area, social media posts, reports (like this one) and information in the local press.

If you would like to be added to our email circulation list then please contact:
neighbourhoodmhcentre@sheffieldpartnership.nhs.uk

You Said, We Did: Care Model

Communication

"Don't make me repeat my whole mental health history, over and over, everytime my support is moved to a different team."

Feedback:

Mental health passports

Response:

Lots of people told us they'd like a Mental Health Passport, so we set up an advisory group with people who have lived experience to help design it. We're creating a digital version that you'll own and can share with professionals or support staff using a simple link. The passport will let you tell your mental health story and your needs in your own words.

We're planning to launch Mental Health Passports in early 2026.

Feedback:

Accessible recovery plans and clear follow-up

Response:

Due to security requirements and different computer systems being unable to speak to each other, nationally it is an ongoing challenge to make patient records accessible and co-owned. SHPU have long-term plans to introduce a patient records system. In the interim, Mental Health Passports (see above) will be hosted on a platform called My Toolkit, where you are able to compile and personalise your own recovery plan including setting goals, adding in resources that may help you and completing your own Safety Plan.

The Centre will be using DIALOG, which is a tool that allows you to reflect on your quality of life and treatment satisfaction, giving different areas a score up to 7. We are working on how DIALOG will be introduced and help to inform our follow-ups after treatment.

Feedback:

Communication options for service users, that aren't just a letter.

Response:

Mental Health Passports will include a section on asking you about your communication preferences that can be shared with your mental health professional. Primary Care Mental Health Team (PCMH) will ask everyone they see about their preferred communication style (letter, text messages, face-to-face).

You Said, We Did: Care Model

Range of Support on Offer

"Having peers on site at all times of the day would reassure me that I was welcome and could talk to a 'real' person."

Feedback:

Psychiatry appointments available faster.

Response:

Psychiatrists will be onsite and part of the integrated team, including providing input into the daily 'check-in' meetings (p9).

Feedback:

More one-to-one mental health treatment.

Response:

We can't guarantee that there will be increased availability of one-to-one support on offer as the focus of the new Centre is about bringing services into the community and integrating current mental health teams. However, this should mean that you will have access to the support that is appropriate to your needs and that this support will be closer to where you live. There will be an increase in peer workers, support cafe and groups, and access to evening and overnight help.

Feedback:

Peer workers

Response:

We will have 9 additional Peer Support Workers hosted by Heeley Development Trust, Mental Health Matters and our other charity partners. This includes support available overnight, so help is there whenever it's needed.

Feedback:

Recovery/Support/Link Workers.

Response:

As well as Peer Support Workers, the Centre will host the Link Workers who are part of the Primary Care Mental Health Team for the area.

You Said, We Did: Care Model

Range of Support on Offer

"There's a lack of therapy sessions. So less crisis, and more root cause. Less procedural "guidebook"-driven categorisation support."

Feedback:

Specialist therapy - EMDR, grounding, neurodiversity.

Response:

Sadly we are not able to offer everything that we would like to at this stage, due to the level of funding available for the Centre. However, specialist therapy is something you have said is important and we are keen to increase access to. We will be looking at how we can fund this once the roll-out phase has been completed.

Feedback:

Groups/social activities.

Response:

The Terry Wright Centre has always hosted a number of community groups and activities, which will be continuing from the centre. We will be building on this offer and have used your feedback as the basis for funding charities and groups to come and provide activity from the building. We will be announcing what these will be over the next few months.

We will continue to add to the groups and activities on offer once the Centre has opened and as we further understand the needs of people using the Centre.

Feedback:

Transitions for 15-25 year-olds.

Response:

We know how important it is to support people aged 16–25. That's why activities like the support café will be open to anyone aged 16 and over. At SHPU, there's a new city-wide team working with Sheffield Children's Hospital and CAMHS to make the move from child to adult mental health services smoother. Plus, being based at Newfield Green alongside the 0–19 Health Visiting Team gives us even more chances to strengthen those links. We'll be focusing on all of this between January and March 2026.

You Said, We Did: Care Model

Safety and Security

“There are a lot of people smoking weed by the shops and in the summer kids play on the roof of the community centre. I’m not sure how you’re going to make it feel.”

Feedback:

Security, especially during the evening and overnight.

Response:

Before the library and community hall open in February 2026, we’re working with the council and police to make the area safer. This includes increasing evening patrols and reviewing lighting around Newfield Green Clinic. We’re planning to add extra lighting outside the clinic, and there’s already a police camera outside the pharmacy. We’ve also raised the issue of shop-front lighting with the landlord, as those lights sit on their property. For the library and community hall, we’ll be installing new lighting too. Existing CCTV has been checked, and it already covers the car park and looks both down the parade of shops and towards the flats.

Your safety is our priority, and we’re making sure the whole space feels secure, welcoming, and part of the community.

Feedback:

Confidentiality / people from the local area recognising me.

Response:

By using the existing library and community hall, we can make things feel more private and comfortable. People coming for mental health support will be walking into a familiar community space, not a building that labels them as needing help. If anyone feels uneasy about visiting Newfield Green, we’ve got options—appointments at their GP practice, home visits, or phone and video calls. We’ll look at each situation individually to make sure the support works best for them.

Feedback:

A volunteer or ‘buddy’ to support people into the centre.

Response:

Once the Centre opens we’ll be looking at volunteering opportunities for people who would like to help within the centre. A buddying system is something we are keen to develop as a part of this.

You Said, We Did: Care Model

Safety and Security

“Many concerns, Newfield Green is such a vulnerable area which will spiral the huge issues the site has to an untenable level.”

Feedback:

Private rooms available.

Response:

As part of the library and community hall renovations, we’re adding private rooms for confidential conversations. There will also be consultation rooms available at Newfield Green Clinic, so you’ll always have a safe and private space to talk.

Feedback:

The centre feels calm - not oversaturated.

Response:

The Newfield Green Clinic and library/community hall have been designed with plenty of space—more than what was needed based on previous face-to-face contact hours. We expect there might be busy times at the new site, but it’s hard to predict exactly when. We’ll keep an eye on this and share information with the public and staff about which days and times are usually quieter, so you can plan your visits more easily.

Feedback:

Lockers, bike and buggy storage.

Response:

If you’re staying in one of the guest beds, you’ll have your own private locker for personal belongings. We’ve also made space for pushchairs in the centre. At the moment, there isn’t an indoor bike storage area, but we’re talking with partners from the Gleadless Valley to explore options.

Feedback:

Sustainability around the long-term funding of centre.

Response:

It’s hard to predict where national mental health funding will go after this pilot ends. That said, our approach has always been about bringing together existing mental health teams and support, so there’s a strong foundation for sustainability. Plus, all the local partners are really keen to see the centre become a permanent mental health hub.