



20/02/2022


Live well



Kent and Medway


LOT 2 (MAIDSTONE / WEST KENT)


(1ST OCTOBER 2021 - 31ST MARCH 2023)

TIER 2 DELIVERY NETWORK	
PROVIDER	CURRENT OFFER
<p>SHAW TRUST</p>  <p>*Maidstone *West Kent</p>	<p>EMPLOYMENT SUPPORT</p> <p>1-2-1 employment-related support for individuals with a mental health or wellbeing need, who are ready to move into paid employment.</p> <p>Support includes but is not limited to:</p> <ul style="list-style-type: none"> • updating CVs and writing cover letters • job searching and completing job applications • interview skills • in work support for 6 months
<p>WEST KENT HOUSING</p>  <p>Places to live. Space to grow.</p> <p>*Maidstone *West Kent</p>	<p>HOUSING SUPPORT</p> <p>1-2-1 housing-related support for individuals with a mental health or wellbeing need, who have an issue in relation to / directly impacting upon, their tenancy.</p> <p>Issues can include but are not limited to:</p> <ul style="list-style-type: none"> • rent and mortgage arrears • risk of homelessness / threat of eviction • repairs • unsuitable accommodation • benefits and debts • anti-social behaviour • domestic violence <p>*This is a floating support offer around tenancy sustainment – an individual <u>must</u> have an existing tenancy to be eligible for support.</p> <p>*This service is <u>unable</u> to support individuals with student tenancies.</p>

TIER 3 DELIVERY NETWORK	
PROVIDER	CURRENT OFFER
<p>BLACKTHORN TRUST</p>  <p>*Maidstone</p>	<p>All groups/courses are delivered face-to-face at the Blackthorn Trust site in Maidstone. This is situated in a walled organic garden which is open to the public.</p> <p>The site is within easy reach of Maidstone town centre, with good public transport links. All groups/courses are peer supported and offered for <u>8 weeks</u>.</p> <p>Please note that Blackthorn Trust will not accept referrals for clients who require one-to-one supervision, or who have any of the following:</p> <ul style="list-style-type: none"> • recent history or current tendency to violence • history of sexual offences • current alcohol/substance misuse or addiction <p>Please note that clients are able to access only ONE course at Blackthorn throughout the duration of their LWK journey.</p> <p><u>GARDENING</u></p> <p>Developing horticulture skills to 'grow your own' including plant care, seed sowing, labelling, growing, and harvesting to eat.</p> <p><u>WOODWORK</u></p> <p>Learning traditional outdoor woodcrafts and wood working skills under supervision to make items to take home and for sale in our on-site retail outlets.</p> <p><u>HERB WORKSHOP (SEASONAL SEPT - DEC)</u></p> <p>Harvesting, processing, learning food preparation skills and merchandising herbal oil/tea products for sale.</p> <p><u>STAINED GLASS</u></p> <p>Designing, cutting, and soldering unique pieces, improving dexterity and creativity, safe handling practices.</p>

	<p>CRAFT Learning various techniques (felt, pastel, paint, jewellery making, etc), improving dexterity and creativity.</p> <p>COOKING Learning cooking and bakery skills, how to cook a nutritious meal on a budget, food and safety and food presentation. This course follows NHS guidance, helping participants to identify which foods can have a positive impact on their health and which foods to avoid.</p>
<p>CARRIE NEEVES</p>  <p>*Maidstone *West Kent</p>	<p>CARRIE NEEVES EMPOWERMENT COACHING FOR WOMEN - 121</p> <p>Carrie Neeves Empowerment Coaching for Women supports individuals with mental health and wellbeing needs through online coaching and EAL (Equine Assisted Learning) videos.</p> <p>Specialising in women with low self-confidence, low self-esteem, feelings of worthlessness, fear of failing, lack of motivation/direction, and/or who have experienced loss or abandonment from friends/partners, the program aims to empower women to achieve freedom by helping them to discover who they are; their strengths, blueprint, beliefs, stories & actions, and how all these impact on them, others, and the world around them.</p> <p>The programme is lifetime solution focussed; teaching life skills & coping strategies and building resilience.</p> <p>Each client will receive 8 sessions (1 per week) and each session will last for up to 2hrs.</p>
<p>J R COUNSELLING</p>  <p>*Maidstone</p>	<p>BEREAVEMENT & LOSS (ONLINE / TELEPHONE)</p> <p>121 counselling (up to 8 sessions) for people who need help to deal with a specific loss. This could include:</p> <ul style="list-style-type: none"> • loss through bereavement • loss of a job or home • loss of mobility or health • loss of confidence or sense of self

	<p>A confidential and non-judgemental space in which beneficiaries can work with the difficult and sometimes unexpected emotions that can arise from loss.</p> <p>The 121 counselling is highly personal and responsive to the unique situation of each individual.</p> <p>****please note that this is not a clinical treatment service and is therefore <u>unsuitable</u> for clients who are in crisis or who have recently (within the last 6 months) attempted suicide. If you wish to discuss an individual case with Julie, then please do so BEFORE making the referral****</p>
<p>KENT HIGH WEALD</p>  <p>*Maidstone *West Kent</p>	<p><u>CONNECT WITH NATURE (FACE-TO-FACE)</u> *West Kent</p> <p>The Connect with Nature project offers opportunities for people to improve their wellbeing by doing exactly what it says on the tin – connecting with nature.</p> <p>The face-to-face Connect with Nature group offers weekly sessions in a beautiful natural setting, where participants get involved with a range of activities; from growing vegetables, to building bird boxes and experimenting with natural arts & crafts.</p> <p>The project offers opportunities for participants to engage with their local community, learn about growing and nature, get active, interact with other people, learn new skills and coping mechanisms, and experience the wellbeing benefits of nature in a supportive and healing environment.</p> <p>There are also opportunities for participants to become mentors and volunteers.</p> <p>The project takes place at a community allotment located the heart of Tunbridge Wells and is easily accessible. It is on the edge of a large, beautiful park which has a café, toilets, and a nature reserve.</p> <p>The project runs in 8-week programmes with a maximum capacity of 8 clients on each programme.</p> <p>*13:30-16:00 every Monday (for 8 weeks) / first group starting 7th March 2022</p>

	<p>CONNECT WITH NATURE (ONLINE) *Maidstone / West Kent</p> <p>The Connect with Nature project offers opportunities for people to improve their wellbeing by doing exactly what it says on the tin – connecting with nature.</p> <p>Although not spending time directly in nature, the online Connect with Nature group offers social interaction with like-minded people along with the gentle invitation to get out in nature on one’s own terms. Clients will take part in a weekly online group session where they will discuss and learn about different nature-based topics in a relaxed and informal manner. In between the sessions participants will have the option to take on small, easy, and enjoyable nature challenges set for them during the group discussion.</p> <p>The project runs in 9-week programmes with a maximum capacity of 15 clients on each programme.</p> <p><i>*sessions take place on a Wednesday morning</i></p>
<p>MEGAN CIC</p>  <p><i>*Maidstone *West Kent</i></p>	<p>PERSONALITY DISORDER PEER SUPPORT GROUP (ONLINE)</p> <p>A weekly group for people who experience Personality Difficulties. The group will be facilitated by peers who will draw upon their personal experience to support others, facilitate safe discussion, and share information about coping strategies and signposting for local support. Groups will start with a ‘check in’ for members to share their own experiences, how they are feeling and any current issues/concerns they have. Peers are encouraged to offer support and make suggestions based on their own experiences and identify topics for future discussion.</p> <p>A private Facebook group will be set up for group members to check in with each other and offer peer support between groups. This will be monitored by staff and all members will be asked to adhere to our Facebook group guidelines.</p> <p>Groups will take place on Zoom and there will be space for up to 10 individuals in each group.</p> <p>Groups will last for a period of 6 months.</p>

MENTAL HEALTH RESOURCE



*West Kent

ALLOTMENT GROWING (FACE-TO-FACE)

A community allotment group which enables people to engage in nature and learn new skills, including planting, general maintenance, how to use polytunnels and greenhouses to grow, and how to care for plants and vegetables.

The allotment is a safe space free from technology; it is a large plot which is peaceful and calm, surrounded by mature trees and hedging, and it inspires people to be with and work with others, work towards solutions together, and experience positive outcomes.

Groups will run for 2 hours a week for 8 weeks, with up to 6 people in each group, and people will have the opportunity to carry on working on the allotment once the group has finished.

WILD WOOD: NATURAL MATERIALS WORKSHOP (FACE-TO-FACE)

A community group which enables people to engage in nature and learn how to use natural willow and recycled wood to produce basic seating, sculptures, and scarecrows.


The group will be guided by two experienced facilitators, both with lived experience of mental health.

Groups will run for 2 hours a week for 6 weeks, with up to 6 people in each group.

CREATIVE ART (FACE-TO-FACE)

A face-to-face art group facilitated by an experienced mental health support worker and taking place at The Camden Centre in Tunbridge Wells.

The facilitator will use the creative sessions to enable participants to explore and discuss different pieces of art, and to create their own artwork which they will then share and discuss with others. The group is designed to help participants to communicate and express themselves, with the peer support element nurturing self-esteem, confidence, and comradery.

	<p>Art resources and a range of media will be supplied to participants of the group.</p> <p>A WhatsApp group will also be established so that group members can share their art with others in a supportive and confidential environment.</p> <p>Groups will run for 1.5 hours a week for 8 weeks, with up to 8 people in each group.</p> <p><u>CREATIVE ART (ONLINE)</u></p> <p>The online group will follow the same format as the face-to-face group but will take place on Zoom.</p> <p><u>CREATIVE WRITING (FACE-TO-FACE)</u></p> <p>A face-to-face creative writing group facilitated by an experienced mental health support worker and taking place at The Camden Centre in Tunbridge Wells.</p> <p>The facilitator will offer the participants a selection of themes, and they will then have 30-40 minutes to write their pieces, before reading them to the group (if they wish to do so). The idea is to promote creative expression and the sharing of ideas.</p> <p>Groups will run for 1.5 hours a week for 8 weeks, with up to 8 people in each group.</p>
<p>MID KENT MIND</p>  <p>*Maidstone</p> <p>**the <u>online</u> Bipolar Support Group is also open to clients in West Kent**</p>	<p><u>COPING WITH LIFE (FACE-TO-FACE)</u></p> <p>This course is designed to give clients the tools they need to maintain their wellbeing, by supporting them to develop strategies for dealing with mental health problems which effect their day-to-day life. It utilises Cognitive Behavioural Coaching techniques and self-analysis exercises to enable participants to:</p> <ul style="list-style-type: none"> • Manage anxiety by understanding what anxiety is and how it is triggered, learning skills to help lower anxiety and deal with fight or flight situations effectively. • Manage depression by understanding the thoughts, feelings and

behaviours that create depression, develop skills to help change this cycle and learn to use coping tools to deal with times when they feel low.

- Manage stress by identifying the causes and effects of stress and learn practical skills to help manage and reduce stress more effectively.

Sessions are run in blocks of 5 weeks and take place at set times throughout the year.

COPING WITH LIFE (ONLINE)

As above but delivered online via Zoom.

COPING WITH LOSS (FACE-TO-FACE)

A self-discovery and peer support journey that uses a combination of psycho educational techniques and peer directed cognitive coaching activities to help people talk about the bereavements they have experienced and understand the mental health reactions they are experiencing linked to these events.

The course will offer participants the opportunity to explore their triggers and life events in a safe and supportive environment, in order to help normalise them and discover new ways to accept and cope with them moving forward.

The course has been co-designed with counsellors in order to ensure that it meets the needs of people who have experienced a significant life change or trauma that can be considered a bereavement.

Sessions are run in blocks of 6 weeks and take place at set times throughout the year.

**first course starting early 2022*

BIPOLAR SUPPORT GROUP (FACE-TO-FACE)

A condition-based recovery support group for those with a diagnosis of Bi-Polar Disorder. Group sessions will involve structured conversation around peer support and self-analysis, with the aim of building confidence and self-esteem.

We will explore the diagnosis of Bi-Polar Disorder and look at the facts vs the myths, with the aim of dispelling misinformation and stigma. The idea is that as people become more aware of their condition, they will have a greater ability to manage it effectively moving forward. Groups will be facilitated by staff that have lived experience.

Group sessions will last for 2hrs and will take place monthly, for a period of 6 months.

Two groups will run concurrently: one 10:00-12:00 on the second Thursday of the month and one 10:00-12:00 on the fourth Thursday of the month - clients are currently welcome to attend both monthly sessions if they wish to, capacity allowing.

BIPOLAR SUPPORT GROUP (ONLINE) *also open to West Kent clients

As above but delivered online via Zoom.

10:00-12:00 on the third Thursday of the month.

BAKING (ONLINE)

Online cooking group where clients can learn how to cook healthy meals in their own homes.

The 'menu' will be pre-arranged ahead of each session to allow time for clients to shop for ingredients (should they wish to join in 'live').



Fortnightly group lasting 6 months, taking place on Zoom.


14:00-15:30 every other Thursday.


SINGING (ONLINE)

Online singing group where clients of all singing abilities can connect virtually and take part in a 1 hour fun-filled session designed to increase confidence and relieve stress.

Clients can mute themselves if they don't wish to be heard.

	<p>Fortnightly group lasting 6 months, taking place on Zoom.</p> <p>14:00-15:00 every other Monday.</p> <p><u>WALKING (FACE-TO-FACE)</u></p> <p>Encouraging healthy regular exercise within a secure group.</p> <p>Fortnightly group lasting 6 months.</p> <p>14:00-15:00 every other Friday.</p> <p><u>MINDFULNESS (FACE-TO-FACE)</u></p> <p>Mindfulness based peer support sessions introducing breathing and relaxation techniques.</p> <p>Fortnightly group lasting 6 months.</p> <p>14:00-15:30 every other Thursday.</p> <p><u>CRAFTS (FACE-TO-FACE)</u></p> <p>Fun craft activities.</p> <p>Fortnightly group lasting 6 months.</p> <p>14:00-15:30 every other Monday.</p>
<p>PATHWAYS TO INDEPENDENCE</p>  	<p><u>INSIGHT PROGRAMME (ONLINE)</u></p> <p>The programme combines Cognitive Behavioural Theory with theatre and storytelling, inviting participants to explore themselves, developing communication and cooperation skills to improve confidence, self-esteem, and wellbeing.</p> <p>Sessions equip participants with insight into their behaviour, thoughts, and feelings, providing a toolbox of exercises to use post-programme.</p>

<p>*Maidstone *West Kent</p>	<p>SESSION 1: Getting To Know You</p> <ul style="list-style-type: none"> - Introduction to the course and the rest of the group. - Beginning to unpack what self-esteem looks like and why we need it. <p>SESSION 2: Self-Esteem Explained</p> <ul style="list-style-type: none"> - Exploring external factors which impact self-esteem. <p>SESSION 3: The Cycle Of Life</p> <ul style="list-style-type: none"> - Learning about cognitive cycles. - Examining emotional triggers and developing key skills to help manage and maintain emotions when dealing with them. <p>SESSION 4: Just Think About It</p> <ul style="list-style-type: none"> - Exploring embodiment of self-esteem, body language, theory of automatic thoughts, and unhelpful thinking cycles. <p>SESSION 5: What Zone Am I In?</p> <ul style="list-style-type: none"> - Discussing comfort zones and how to step out of them. - Acknowledging positive traits and the value of affirmation. - Developing our positive traits. <p>SESSION 6: Back To The Future</p> <ul style="list-style-type: none"> - Creating next steps plans through examining the theory of change and engaging in reflective exercises. <p>Sessions are 2 hours long and will run twice weekly, for 3 weeks (on Zoom).</p>
<p>WEST KENT MIND</p>  <p>*Maidstone *West Kent</p>	<p><u>MONEY WORKS 121 (ONLINE / TELEPHONE)</u></p> <p>121 money management clinics to discuss benefits, debt management, budgeting, and better lifestyle choices. A person-centred, early intervention, holistic money management support programme that takes account of beneficiaries' mental, physical, and social needs.</p> <p>Initially, weekly sessions for 2/3 weeks, then monthly check-ins until benefits secured, personal goals achieved, and the time is right to exit the service. Appointments will generally be during the working day but there will be some evening or weekend appointments available. Average of 5 hours support</p>

	<p>provided per beneficiary. Exact content will be co-designed by each beneficiary and their wellbeing worker, based on needs/goals.</p> <p><u>MONEY WORKS WORKSHOPS GROUP (ONLINE)</u></p> <p>A series of 3 peer self-help online group sessions that cover generic money management issues and include guest speakers. Content to be co-designed with beneficiaries.</p>
<p>WEST KENT MIND</p>  <p>*West Kent</p>	<p><u>MINDFUL WALKING (FACE-TO-FACE)</u></p> <p>Mindful walking to improve physical wellbeing. Beneficiaries are introduced to a form of outdoor, gentle physical activity that enables mindful thinking and acts as an essential tool to manage mental health and improve engagement with the natural world.</p> <p>Weekly group lasting 12 weeks.</p> <p>*starting Spring 2022</p> <p><u>MINDFUL GARDENING (FACE-TO-FACE)</u></p> <p>Mindfulness sessions embedded in light gardening and horticultural maintenance (during the summer months). Sessions will include some creative aspects such as botanical drawing and using nature in creative artworks.</p> <p>Weekly group lasting 12 weeks.</p> <p>*starting Spring 2022</p> <p><u>CREATIVE MINDS (FACE-TO-FACE)</u></p> <p>Visual arts-based activities that explore different art techniques, materials, and movements.</p> <p>Themes for sessions to be co-designed by beneficiaries but will explore ways to communicate/express thoughts, feelings, and wellbeing in a creative way.</p>

Will generally take place in art rooms/studios but will also conduct 'art in the park' (or other outdoor spaces) from time to time, weather permitting.

Weekly group lasting 12 weeks.

CREATIVE MINDS (ONLINE)

Visual arts-based activities.... (as above) but delivered online via Zoom.

Weekly group lasting 12 weeks.

LGBTQIA+ (FACE-TO-FACE)

A person-centred, project-based peer support group for the LGBTQIA+ community, that takes account of their mental, physical, and social needs.

The theme will be to discuss self-awareness and self-management of common health problems, and to share ideas and opportunities that will help with increased self-confidence and recovery.

Activities throughout sessions 1-5 will include creative writing, poetry, and spoken word, covering a range of different topics as directed by the beneficiaries, enabling them to express their thoughts, feelings, and struggles around the stigma attached to both mental health and gender diversity.



For session 6 the group will be invited to attend an open mic night in a LGBTQIA+ friendly venue, where they will have the opportunity to share their creative writing, poetry, and spoken word pieces.

An online exhibition of work will also be produced for those that are not able to attend the performance evening in person.

Sessions will take place monthly, over a period of 6 months.

LGBTQIA+ (ONLINE)

As above, but sessions 1-5 to be delivered online via Zoom.

<p>WEST KENT MIND</p>  <p>*West Kent</p>	<p>****please ensure that you have read through the 'West Kent Mind Life Skills - guide for Community Health & Wellbeing Navigators' document BEFORE making a referral to ANY Life Skills intervention****</p> <p><u>LIFE SKILLS (FACE-TO-FACE)</u></p> <p>A CBT based psycho-educational course designed to identify unhelpful thought patterns and help manage or cure problematic moods and behaviour.</p> <p>Weekly sessions running for 5 weeks.</p> <p><u>LIFE SKILLS (ONLINE)</u></p> <p>As above but delivered online via Zoom.</p>
<p>WEST KENT MIND</p>  <p>*West Kent</p>	<p>****please ensure that you have read through the 'West Kent Mind Brighter Futures - guide for Community Health & Wellbeing Navigators' document BEFORE making a referral to ANY Brighter Futures intervention****</p> <p><u>BRIGHTER FUTURES 121 (ONLINE / TELEPHONE)</u></p> <p>121 counselling for people who need help to deal with a specific loss. This could include:</p> <ul style="list-style-type: none"> • loss through bereavement • loss of a job or home • loss of mobility or health • loss of confidence or sense of self <p>A confidential and non-judgemental space in which beneficiaries can work with the difficult and sometimes unexpected emotions that can arise from loss.</p> <p>The counselling is highly personal and responsive to the unique situation of each individual.</p>

WING TRAINING



*Maidstone
*West Kent

MOVING FORWARD (ONLINE)

The intervention utilises 'Forum Theatre' teaching techniques and specialised 'Peer to Peer' teaching and learning.

The intervention is made up of 6 sessions split across a period of 1 month.

'Forum Theatre' is a proven method of powerfully addressing challenging issues and is often used to achieve social aims. It is a form of educational workshop that encourages profound group interaction and explores different options for dealing with a key issue. The 'Forum Theatre' method can be particularly effective when used by socially excluded and disempowered groups.

Groups are shown a short sequence in which a central character encounters a form of oppression or obstacle which they are unable to overcome. The subject-matter will usually be something of immediate importance to the group, often based on a shared life experience, and is then positively unpacked through the process.

Wing Training expects to tackle issues like family relationships, homelessness, unemployment, and health, along with generic mental health conditions such as anxiety, loneliness, depression, and low self-esteem.

The intervention aims to entertainingly engage, offer positive solutions, facilitate a potential change in mindset, and allow groups to organically identify key new strategies for both themselves and others.

All participants get the opportunity to discuss their own issues and barriers at length, should they wish, throughout the process.

All 'Moving Forward' interventions follow three distinct stages:

STAGE 1: Moving Forward - Let's Talk

This stage includes 2, up to 1 hour telephone conversations, where participants can talk through their general condition, circumstances, state of wellbeing and expectations, and it ends with a comprehensive 121 induction to the group stage, led by a tutor.

STAGE 2: Moving Forward - Let's Talk In Groups

This is the core of the intervention and is delivered across 4 online group sessions. Each session is delivered by 2 actor-tutors, lasts for 3 hours, and encompasses the innovative delivery techniques described above. To enhance learning, every participant is provided with their own bespoke 'Moving Forward' resource toolkit - accessed through a secure cloud-based system - which includes a comprehensive database of the most up to date local opportunities, support groups, and networks.

STAGE 3: Exit

A discreet 90-minute 121 review, where participants and tutor reflect on progress and agree (together) further courses of action - including at least one local progression wherever possible.

COMMUNITY PERFORMANCE PROGRAMME (MIXED DELIVERY)

Wing Training will be delivering a unique, performance-based programme, facilitated by actor-facilitators, where interested participants build and create a 'community performance' - a performed sharing of positive thoughts, ideas, inputs, insights, and narratives with a strong community focus.

Wing Training will provide professional creatives; writers, musicians, directors, and specialist actor-facilitators, to facilitate the process, however all ideas, concepts, insights, and eventual content, will come from participant's reflections and experiences, captured through a profound peer to peer process, possibly but not exclusively related to mental health and - from the identity of the community itself. The performance can take any shape, include any genre(s) and is expected to have profound elements whilst at the same time being engaging, thoughtful and uplifting with a suggested, central theme of kindness.

It is hoped that some participants will perform in it, however Wing Training actors can take the lead if necessary, performing on behalf of the group, facilitating the event, and ensuring at all times that the programme is manageable.

It is, equally, hoped that other individuals and groups within the community – for example choirs, bands, singers, or drama groups will also be encouraged to become involved as part of programme remit, enhancing community interaction and creating more of a 'community event'.

The programme will last 24 weeks in total with an average of two sessions per month, however we expect there to be a slight weighting of more sessions both at the beginning and the end of the programme when the hoped-for performance takes place. Key programme aims will be to assist participants to:

- measurably improve their mental health
- measurably improve their confidence, self-esteem, and wellbeing
- better interact with the local community
- build or rebuild vital new life and social skills
- agree a range of positive individual goals
- where appropriate, progress into and towards work or recognised training
- where appropriate, progress onto a local opportunity

The first two sessions will be dedicated entirely to 'peer to peer' resourcing. One or two Wing Training facilitators (depending on referral numbers) will carefully build a group dynamic and slowly resource participants into how to effectively be a part of a network group.

From here, Wing Training will - from directives generated organically by the group - build performance frameworks to be fed back at the next session. These might be in the form of short scripts, songs, a poem or even a dance. Creative specialists are engaged to develop this work where required and may be deployed on further sessions to develop the ideas further with the group.

Between sessions, it is fully expected that participants will continue to support each other in building further content, meeting - in sub-groups - to achieve set tasks and encouraging other individuals and groups to join the project. A delegated Wing Training facilitator is available at all times to offer guidance and support on agreed, scheduled calls.

As the project develops, an appropriate venue will be sourced.

On a given day, the shared performance takes place, the programme is successfully completed, and a full Exit Review session is allocated to every participant.

To enhance progress and development, every participant is provided with a 'Community Performance' resource toolkit - accessed through a cloud-based

	storage portal - which can be populated at any time, and includes full details of the programme, its aims, on-going most up to date content, key developments, schedules and a wide variety of mental health support resources, local opportunities, and information on local networks.
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KEY:

XXXX = in process

XXXX = coming soon