

West Wales Action for Mental Health
Gweithredu Gorllewin Cymru Dros Iechyd Meddwl



Annual Report
2009/2010

Working together with service users, carers, voluntary organisations, statutory providers and commissioners to improve the standards of mental health throughout West Wales

Registered Charity No: 1045123
Company Limited by Guarantee No: 3030938



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MISSION STATEMENT

“To Promote the preservation of mental health and assist in relieving and rehabilitating persons suffering from mental illness or conditions of emotional or mental distress requiring advice or treatment in Carmarthenshire, Ceredigion and Pembrokeshire”.

AIMS

WWAMH is a voluntary organisation, a charity, and a company limited by guarantee which supports voluntary organisations with an interest in mental health. We aim to support these organisations and members to:

- Express their needs and aspirations
- Participate as equal partners in the planning of services.
- Improve the services and opportunities available to people with mental health problems, their families and carers.

We aim to promote equal opportunities and challenge the stigma of mental illness by:

- Providing practical help and information, training and advice, working with people to develop new and existing projects and promoting good practice.



Chair's Report

One of the privileges of the Chair of the Board of Trustees is the reading of the Annual Reports from each of WWAMH's localities and projects. It is heartening to see the continuing commitment of so many people to the development of WWAMH particularly in these difficult times. And I'd like to take this opportunity at the outset to make plain the Trustees' appreciation of the work of the Co-directors, Development Workers, Service User Worker, and not least Administration.

Staff

Gill Pirie replaced David Rabjohns for the final 15 months of the project and made a big difference to service user participation in Ceredigion. Her funding has now ceased but plans are in development to seek out funding for 3 new posts across the patch.

The Pembrokeshire development worker post continues to be part-time.

Financial equilibrium has been achieved this year following efforts made last year around savings to rent, travel and staff increments. It was good that this year staff were able to receive their increments. The organization is very mindful that the economic climate is tough and that every effort must be made to use resources in a way that will ensure stability.

Funding and Service Development

Sustaining WWAMH financially is a perennial issue and much will hinge on the outcome of Assembly Government's review of the Mental Health Development Service.

You will note in the project and locality reports that every effort is being given to ensuring WWAMH pursues a range of funding opportunities and not without success.

It is clear that in future there will be no resourcing without properly professional outcome driven tendering; the board can be confident that organisationally WWAMH is now better placed to achieve than it has ever been.

Alongside this the continuing overhaul of WWAMH policies and procedures is a significant service achievement and it can be hoped that the commitment to bringing these policies to an improved WWAMH web site will be realised.

Project and Locality Development

To summarise I'd like to quote from the North Carmarthenshire report of last year which is still relevant:

There are still many challenges ahead for mental health services, and in particular those provided in the voluntary sector. The reorganisation of the health structures and a move to more regional working may bring both opportunity and threat. The role of WWAMH and the support it offers to organisations is more vital than ever. It is important that WWAMH continues to champion the immense value of the work of all the voluntary organisations, in particular those smaller local organisations, which are often run by and for individuals with direct experience of mental health problems.

We have an opportunity now to build the awareness and understanding that the services provided by the voluntary sector are dynamic, flexible and responsive and well placed to deliver the new vision for mental health services proposed by the Welsh Assembly.

And finally...

I can not conclude this report without thanking my fellow trustees for their diligence and hard work; there have been difficult decisions to face and will be again. It is important though that the board does not lose sight of the need to identify and recruit potential new members for the future.

We lost 2 good trustees, Jonathan Willey and Maggie Robinson due to conflict of interest issues but have been lucky to find replacements in Alasdair Kenwright, Bert Moore and Susie Hamill

I'd like thank everyone who has worked with and supported WWAMH over the past year and in particular to those who have given their time freely to improve services for all.

Mike Harvey
Chair



Co-Directors Report

Welcome to the AGM and the Annual Report.

Gill Pirie joined us in May as David Rabjohn's replacement for the Service User Involvement Worker post, with 15 months of the project still to run.

As a result of changes made last year with regard to offices, travel, and incremental increases our finances are now in a much healthier position.

Consultations and reviews have continued to play a large role in the work of WWAMH with the restructuring of the NHS and the changes to the funding stream from the WCVA to Hwyl Dda Health Board being the most significant.

All policies have been reviewed and rewritten and many new ones have been added. These will be available on our website when it has been re-developed.

We have also produced a Position Statement which is enclosed within the Annual Report.

We are in the process of updating our Strategy for 2010-2015 and also our Operational Plan.

Thanks must be attributed to the staff and trustees for their advice and support. Despite attracting some new Trustees we acknowledge that the Board still needs strengthening and we continue to work in partnership to achieve this aim.

Sustainability still continues to be a major issue for all of us in the voluntary sector. The outcome of Assembly Government's review of the Mental Health Development Service resulted in the funding being transferred from WCVA to Hwyl Dda Health Board. A comprehensive review has begun but current arrangements will roll over until 2012.

A major development we hope will take place this financial year is to attract funding for 3 Service User Involvement Workers to work across West Wales, a co-ordinator to manage the workers, and an Advice and Information Officer.



Ceredigion Development Worker Report

This year has continued where last year ended, a further round of consultations, reviews, fundraising and efforts to maintain services.

The review of the county development service provided no positive outcome and the funding audit to accompany this did not get off the ground despite the commitment and work that went into it by all.

Ceredigion has participated in a variety of consultation events and reviews over the year some of which have been facilitated by WWAMH: NHS restructuring; Wales Audit Office Baseline Review; Talk to Me, Suicide Prevention; Stronger in Partnership 2; Eating Disorders Framework and Service; Care Programme Approach; Secure Mental Health Services; LCO Mental Health Measure, National Dementia Plan; Mental Health Act; Mental Health Act; Ceredigion Emotional and Mental Health Promotion Action Plan.

A review of advocacy services took place across Hywel Dda . WWAMH Ceredigion facilitated a workshop in November for 16 people. Their views were fed into a central report. Service users were supported to be part of the specification team for the new tender. As yet the outcome of this process is unknown.

A new SLA for Mind Your Heart has been drawn up with assured funding until 2011. The Recovery Book and website are both available in Welsh.

The focus of the work this year has concentrated on supporting primary care staff to help improve the physical health of people with mental health problems and finding ways to support more use of the Recovery approach in Ceredigion. To find out more refer to the Mind Your Heart Report.

Over the past year the Service User Involvement Project has continued to make and nurture relationships with local users of mental health services and the providers of those services, both statutory and voluntary. There have been many developments and successes from meaningful involvement of service users on interview panels to participation in confidence classes and organisation of a conference. More detail is available later in this report.

A successful collaboration between Mind Your Heart and the Service User Involvement post took place during World Mental Health Week where service users created displays for 4 health centres in Ceredigion around the theme of recovery.

In spite of all adversities and demands made upon them from outside agencies the voluntary sector have worked hard to continue to deliver high quality, innovative and responsive services.

There has been some reconfiguration: Hafal lost the tender of supporting people which is now provided by Mind and Kinora in partnership with Gwalia. Camfan Cyf have come under the management of Gwalia. HUTS are planning to develop by purchasing their own building through a lottery application. Noddfa, HUTS and Kinora have been successful in attracting small pockets of funding.

A major role for WWAMH in Ceredigion is liaison with all voluntary sector groups providing support, supervision and consultancy but also at Multi Agency Planning and Service Modernisation.

WWAMH Ceredigion has helped to facilitate the Three Counties Service User Involvement Group. A charter of rights and responsibilities for service user involvement has been produced and also a good practice toolkit. A powerpoint presentation has been developed and has been shown at planning meetings, forum meeting and the Hywel Dda Showcase Day.

WWAMH facilitates the Ceredigion Mental Health Forum. Recently it has drawn up Terms of Reference with a view to securing funding. The forum has hosted a range of speakers around changes to the NHS. They have participated in the LCO Measure Workshops and also CPA.

WWAMH Ceredigion work closely with their colleagues in Carmarthenshire and Pembrokeshire and are linked nationally through the county development service and Mental Health Action Wales. They participated in the national conference in April which was well attended.

WCVA lost its tender to administer the Local Mental Health Grant Scheme. This has passed to Hywel Dda Health Board as from June 2010. A review is planned but assurances have been given that the resources for all in receipt of it will continue until March 2012. This change will inevitably cause concern and careful resource planning for the future.

This is just one of the challenges that lie ahead together with the reorganisation of health structures and a move towards regional working. The role of WWAMH and the support it offers to organisations is more vital than ever in order that the voluntary sector can continue to be dynamic, flexible and responsive.

Thank you to everyone who has worked with and supported WWAMH over the past year and in particular to those who have given their time freely to improve services for all.



South Carmarthenshire Annual Report

Another busy year has passed which, once again, has been dominated by consultations, reviews, and restructuring. The greatest concern across the patch is core funding for groups to continue with their work. No uplifts and soaring costs have meant that many groups are eating into meagre reserves just to stand still. This is proving to be a real challenge.

WWAMH continues to have an important role in supporting organisations, groups and individuals to understand the new structures, methods of funding and the opportunities and threats this will bring to the voluntary sector.

I continue to co-facilitate the Carmarthenshire Mental Health Forum which is growing in strength and is well placed to feed into the new Carmarthenshire mental health planning structures when they launch.

It has been good to see the involvement of service users and carers in the interviewing of statutory staff grow and the value put upon this involvement.

I have continued to provide ongoing support to groups and organisations and to promote the work of these groups and the voluntary sector as a whole. I have also been jointly involved in the Carmarthenshire wide groups and projects talked about in the North Carmarthenshire report.

The move from our old office to the new one in the Palms went smoothly and it is a lovely environment in which to work and a vast improvement from our previous accommodation.

There is much more I could add but it has all been covered within my colleague's reports so I'll stop here.

Thank you to everyone who has worked with and supported WWAMH over the past year. I hope this continues in the coming year and that we can work together to improve and enhance mental health services in general.



North Carmarthenshire Development Worker Report

It has been a busy and varied year, and much of the work has focussed on building and maintaining projects which were new initiatives last year.

Joint working across agencies has also been a significant feature of the work, and successful projects have continued to grow because of these partnerships. Much support has also been given to helping groups and individuals understand and negotiate the new Health Structures has also been important.

- Some **new projects** are in development such as helping HUTS apply for funding to purchase a new workshop in Newcastle, to develop and expand the services they offer in such a rural area.
- Other new projects in early stages of development include several new ideas including developing **crisis support services** and **Advocacy for children and young people experiencing mental health problems**.
- **Mental Health Information packs** have been developed and distributed.
- Mental Health training has been delivered to **150 people**.
- A national conference in Cardiff was organised with Mental Health Action Wales promoting the skills and professionalism of the mental health voluntary sector, and the importance of mental health recovery. Over 30 people from Carmarthenshire attended, and found it to be an informative and inspirational conference.

Ongoing support has been provided to a number of groups and organisations.

Support has also been given to **Rhwydwaith** to develop Open meetings called Choices, which have been well attended by service users with very positive comments and outcomes from the events. Rhwydwaith is a network of service users, whose aim is to ensure that the voices of service users are heard in the planning, developing and commissioning of services.

Help and support has also been provided throughout the year to Carmarthen MIND, HUTS, Women's Aid, Hearing Voices Network, Awaydays, Carmarthenshire Carers Service, Seren, Carmarthenshire Counselling Service, Artscare, Hafal, HUTS workshop, Llanelli Mind Befriending scheme, Carmarthen Manic Depression/ Bi Polar Fellowship group and Eiriol.

A range of groups, organisations and members of the public have been provided with telephone support and information regarding specific queries.

Close working relationships with the **Hywel Dda Local Health Board Primary Care Mental Health Team for Carmarthenshire** have been developed, and as a result a regular programme of mental health training and

promotion has been rolled out in partnership. Feedback on this training has been consistently very positive.

The WWAMH Development worker continued in the role as chair of the **Carers Alliance**, to help increase awareness of the needs of mental health carers. The WWAMH Development worker also helped with the Carers Project Officer (CAVS), Carers Development Officer and members of the Alliance, to plan Carers and organise the Carers week events.

Multi agency working and partnerships have been a key part of the work this year. The WWAMH worker has continued to support the work of the Carmarthenshire Mental Health Forum, and helped the forum to develop and grow.

Awareness raising and training have also been key features of the work.

Training has been provided on basic mental health awareness to new volunteers with the Llanelli Mind Befriending scheme.

There are still many challenges ahead for mental health services, and in particular those provided in the voluntary sector. The regular and high profile discussion of public service budget cuts and savings provides a threat to the many essential mental health voluntary sector services.

The role of WWAMH and the support it offers to organisations is more vital than ever. It is important that WWAMH continues to champion the immense value of the work of all the voluntary organisations, in particular those smaller local organisations, which are often run by and for individuals with direct experience of mental health problems.

We have an opportunity now to build the awareness and understanding that the services provided by the voluntary sector are **crucial core services**, and not just “added value” or “extras” to statutory health and social care services.

The voluntary sector brings flexibility, responsiveness and creativity to tackling mental health problems, and is essential for individual’s recovery and discovery.

The voluntary sector is well placed to deliver the new vision for mental health services proposed by the Welsh Assembly National Programme Board for mental health, and Rural Health Plan. It is very encouraging that the sector and WWAMH have been included in the Hywel Dda Health Board response to implementing these key strategic documents.

I would like to thank everyone I have worked with over the past year for all the support and help they have given me, and thank in particular the many service users and carers who give their time for free to improve services for everyone.



Pembrokeshire Development Worker Report

The Pembrokeshire Mental Health Forum has had a mixed year with a successful review and work plan/ strategy document to be drawn up; 71 people attended the Christmas Open Forum event, in collaboration with Mel Richards, PCC, questions were asked regarding local Social Services primarily as they applied to client group but also some wider questions; 65 people attended Pembrokeshire Open Forum event on work & benefits which included major presentation from Job Centre plus on changes to Incapacity Benefit. However, we lost funding for more events from Pembrokeshire County Council, but we have received some funding from Shaw Care, a private hospital in South Pembrokeshire, to run the Christmas event and one other Open Forum.

The development of the 3rd Sector Network continues; Dai Pick, Hywel Dda, came to discuss changes to modernization plans, and Angel Phillips from PAVS the new complex care Teams in Pembrokeshire. This provider forum has great potential but still at a tentative stage.

Partnership work has seen us plan & facilitated a Hywel Dda Showcase Day; with Planed developed a survey for St.David's area, but with a poor response there was no further action; next we intend to look into explore whether there is potential for development in Monkton; and with Hearing Voices looking to develop a new self help group. We continue to chair Advocacy Strategy Group and helped facilitate focus groups and a questionnaire for the Advocacy Review; we provide on-going support for Patients Council, Carers Support Group, Manic Depressive Fellowship and occasional support for Mind, Hafal, Frame, and MAP. We have produced leaflets for Carers in Mind, MDF, and Hearing Voices; and information on Talking Therapies and Ways 2 Work. A monthly discussion group for service users/carers on local & national issues was cancelled because of withdrawal of funding, but we have developed a satisfaction survey for service users/carers to be circulated immanently.

Time has been spent on developing the website and Newsletter to promote groups and local policies. The on-going 3 County Service User Involvement group has produced the major document "Service User Involvement Toolkit" and helped in service user involvement in statutory staff interviews. Gave presentation to Mental Health National Programme board visit to Hywel Dda, and wrote the newsletter for Hywel Dda Mental Health Programme Group for wide distribution. We regularly participate in Health, Social Care and Well-Being Network events, and the many consultation meetings the Trust is engaging in.

Training has been provided for Patients Council, the NVQ on Community Mental Health Care with Pembrokeshire College, and a session with student nurse was developed and will be used in future training sessions.



Service User Involvement Project Ceredigion and the Teifi Valley

The three year funding granted by Comic Relief to run the Service User Involvement Project in Ceredigion and the Teifi Valley, finished at the end of July this year. David Rabjohns and Gill Pirie who have been the project workers during the life of the project, had established service user involvement in this area and hope that in the future WWAMH will be able to access funding for a continuation and expansion of the work across the three counties. Service users and the providers of services have expressed concerns that the project is presently closed and acknowledged the good support offered to them through the life of the project.

Gill continued offering regular outreach visits to the main voluntary agencies operating in Ceredigion, where maintaining good relationships with service users was the cornerstone of the work. The profile of the project was raised during the last year, with 2 new service users coming onto the Project Advisory Group and offering valuable expertise in directing and volunteering time and skills to specific pieces of work. At the beginning of July we hosted an Open Space Event which was attended by 40 people. 29 of those attending were Service Users who were extremely happy with the open structure of the day which gave space for all topics of interest to be raised. 15 topics were discussed, all relating to service user involvement and where possible Gill followed up on some of the issues raised. Other issues were taken on by service user projects and the attendance of Health Care managers ensured exchange of information and recognition of the issues most affecting those who use their services.

Confidence building sessions continued within the voluntary groups and were organised with regard to the routine and needs of each group. This has been a successful venture for the project, enabling a number of individuals to feel more confident personally and in voicing their views about the services they receive.

The project has supported people to attend conferences and meetings and to represent the views of other service users where consultation has been sought by service providers. A big thank you goes to those service users within Ceredigion, alongside those from Carmarthenshire and Pembrokeshire, who became involved with the Hywel Dda Advocacy Service review. There is still work to do in advising statutory services of the responsibilities and duty toward service users when they become involved with consultation processes. The Good Practice Guide has been introduced in various settings, attempting to set good standards of involvement for all those providers who use the experiences and skills of their service users.

Finally, many, many thanks to all those service users who have shared their stories and views so openly with this project. They have been the life blood of the work. And thank you to the professionals who have been prepared to listen.



The Mind Your Heart Programme 2009-10

Report for West Wales Action for Mental Health

Introduction

Mind Your Heart addresses the physical health needs of people with severe and enduring mental health problems in Ceredigion. It is a Welsh Assembly Government funded programme set up as a joint initiative by partners including West Wales Action for Mental Health, Ceredigion Local Health Board (now Hywel Dda Health Board), Ceredigion Public Health Team and Ceredigion County Council. This is the sixth year of the programme and our work and thinking continues to develop.

This year we planned to focus on two areas: supporting staff in primary care to help improve the physical health of people with mental health problems and finding ways to support more use of the Recovery approach in Ceredigion.

Supporting Primary Care

The Development Worker gave a presentation to GP Practice Managers which led to two pieces of work. The first was a successful collaboration with the Ceredigion Mental Health Service User Involvement Project and four GP practices for World Mental Health Week. Service users created artwork around the theme of Recovery which was displayed in the surgeries. The second was an agreement to provide training for GP receptionists on mental health awareness and how they could make it easier for people with severe mental health problems to access their service.

The Recovery Approach in Ceredigion

Our efforts to promote the Recovery approach with Hywel Dda Health Board ran into difficulties because of the reorganisation of the NHS. Although there is interest, it was not possible to pursue it. Instead we continued to promote 'The Ceredigion Recovery Book' in mental health organisation and others. Thanks to the generosity of Hywel Dda Health Board, who offered their translation services, we were able to publish a copy in Welsh in October last year. During the year we distributed 520 copies altogether. Feedback from those who have read and used the book has been very positive.

Other Activities and Achievements

Mind Your Heart supported the Ceredigion Eating Disorders group who staged their well attended conference in June 2009 at Aberystwyth University. The Development Worker held training events for Camfan-cyf, the Primary Care Mental Health Team and the Chronic Disease Management Team of Hywel Dda Health Board. Grants totalling over £3000 were given to local voluntary groups for gardening, cooking skills, fitness equipment and tai chi.

The Future

Our main work for 2010-11 is to build on our engagement with primary care, to support the health of carers, to produce an information booklet for mental health professionals on the physical health of mental health service users as well as continuing to support local mental health organisations on health promotion.

Jan Batty
Development Worker
For more information visit www.mindyourheart.org.uk



ORGANISATIONAL BACKGROUND

West Wales Action for Mental Health is a mental health development organisation, providing a range of services to voluntary groups, carers and individuals who have used or are using mental health services and living in Carmarthenshire, Ceredigion and Pembrokeshire. We are currently involved with over 100 local groups advising on such matters as fundraising, training, local forums, planning and information technology.

The organisation was founded in April 1991, initially as a project under the 'umbrella' of the local council for voluntary services, and since 1995 as a stand alone charity and company limited by guarantee. WWAMH was initially funded through the Welsh Office, with a core funding contribution from what was then Dyfed County Council. In 2001 we were awarded the Legal Services Commission Quality Mark and are currently working towards achieving 'PQASSO' Quality Assurance recognition. WWAMH is involved in a broad range of activities to promote mental health and help ensure that everyone has access to independent and impartial information. We offer:

- Information on where to get help with mental health problems
- Local Directories of Mental Health Services
- Distribution of information
- Facilitation of workshops with community groups
- A library of leaflets, books and videos
- Access to information, help and advice services throughout Wales and England.
- Organisation of conference and training events
- Consortium of mental health service users, who are available as 'trainers' in community and statutory sectors

We offer practical advice and support for Mental Health organisations to develop new ideas and improve your services. We can help in a number of ways:

Networking:

Putting groups in touch with other people or groups sharing a common interest and helping them work together.

Publicity:

Helping to promote organisations with advice on leaflets, posters, press releases and media placement.

Funding:

Advising on funding applications to statutory and private organisations; local fund raising; where to find seed money; bidding for service contracts and helping to put a business plan together.

Starting a Charity:

Giving advice and support with applications for charitable status and helping to plan the best legal structure for groups.

Training:

Circulate information regarding local and national training events and helping to organise appropriate training to meet organisational needs.

Employment:

Advice on recruiting, training, managing and supporting staff.



The Role of a WWAMH Trustee

The statutory duties of a WWAMH trustee are:

- To ensure that the organisation complies with its governing document, charity law, company law and any other relevant legislation or regulations
- To ensure that the organisation pursues its objects as defined in its governing document
- To ensure the organisation uses its resources exclusively in pursuance of its objects: the charity must not spend money on activities which are not included in its own objects, no matter how worthwhile or charitable those activities are
- To contribute actively to the board of trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals and setting targets and evaluating performance against agreed targets
- To safeguard the good name and values of the organisation.
- To ensure the effective and efficient administration of the organisation
- To ensure the financial stability of the organisation
- To protect and manage the property of the charity and to ensure the proper investment of the charity's funds
- To appoint the organisational Chief Executive / Director and monitor his/her performance

In addition to the above statutory duties, each trustee should use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions. This may involve:

- Scrutinising board papers
- Leading discussions
- Focusing on key issues
- Providing guidance on new initiatives
- Other issues in which the trustee has special expertise

Trustee person specification

- Commitment to the organisation
- Willingness to devote the necessary time and effort
- Strategic vision
- Good, independent judgement
- Ability to think creatively
- Willingness to speak their mind
- Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- Ability to work effectively as a member of a team
- Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.



List of WWAMH Trustees 2009-2010

Mr. Richard Cowley

Mr. Paul Williams

Jonathan Willey

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Susan Hamill



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