

 mind Caerphilly Borough Bwrdeistref Caerffili



Annual Impact Report

October 2023

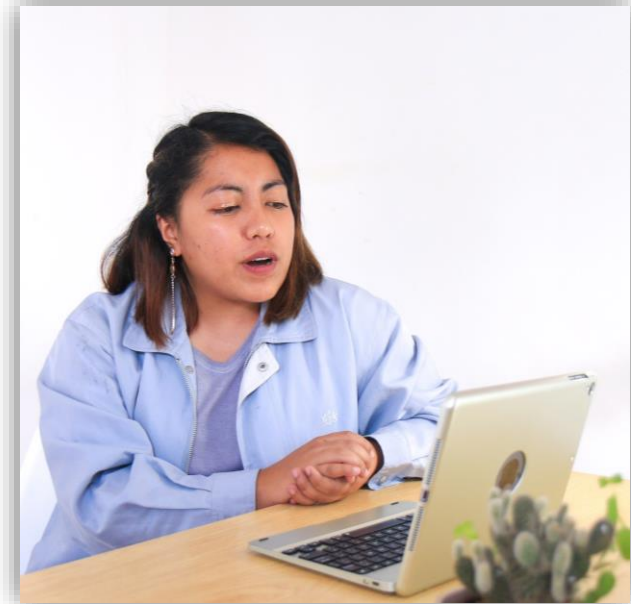
Forward from the Chair of Trustees

(extract accounts year ending 31st March 2023)

This year we have seen several changes in the team. On the board of trustees our treasurer retired, and we welcomed 2 new trustees to the team, one of which has now become our new treasurer.

In the staff team we have also seen some changes one of the most significant was the departure of our Deputy Director/Trainer in the spring. His long service meant that he had a deep knowledge and expertise, however the challenge of filling the gap has been met by the team with no direct replacement of that role.

We continue to deliver much of our services remotely, not now because of Covid restrictions but because we have discovered overall, we deliver a much more efficient service this way. For example, have recognised it is so much easier for individuals to commit to their appointments on the phone and not have to take the time or expense of attending in person.





In addition to the remote services, we are delivering a face-to-face intervention where needed. The tenancy team have continued to deliver housing support to individuals where their mental wellbeing is a barrier to them securing or sustaining a home. This service has expanded to provide therapeutic intervention for individuals referred via supporting people.

During the year we underwent our Quality review with Mind. This involved submitting evidence electronically but also attending a review day including interviews staff from Mind nationally and our staff, volunteers, trustees, and service users. With a little bit of work, we passed all standards and have been nominated for excellence awards in 3 areas of work - leadership, service delivery and environment.

We also finalised our strategic plan which involved a huge amount of work and contribution from the staff and trustee team. The 2023-2026 plan outlines our ambition to support individuals in Caerphilly Borough who experience a mental health issue.

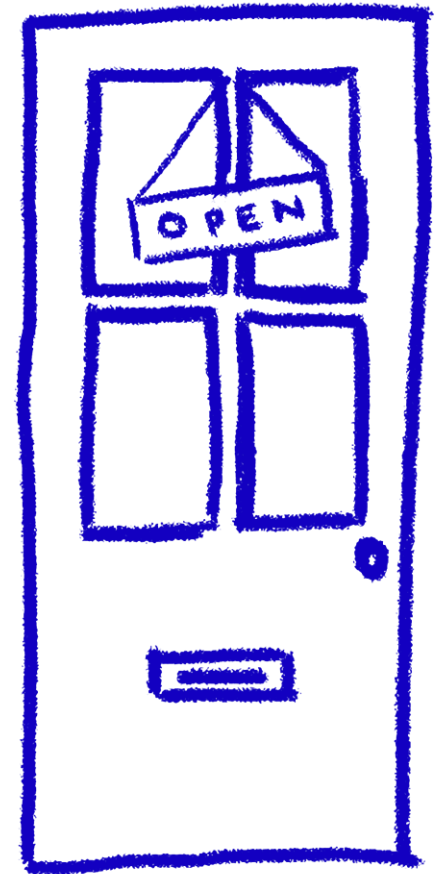
Thanks to the team for another strong performance this year further advancing and stabilising our organisation for the future.

Introduction

Caerphilly Borough Mind is an independent mental health charity based in Ystrad Mynach, Caerphilly; it is an autonomous organisation affiliated to Mind, the National Association for Mental Health and meets Mind's quality standards.

Caerphilly Borough Mind is a member led organisation, governed by a board of trustees. All trustees have either experience of mental health issues on a personal level, (they have used services or are carers), on a professional level, (they work / have worked in health, social care or the voluntary sector) or they have expertise beneficial to the safe governance of the organisation.

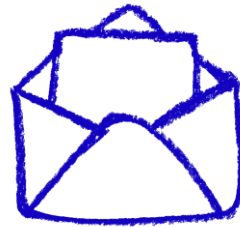
The charity has been in existence for over thirty years and is an Established service provider with a good history/reputation in providing services throughout Caerphilly Borough.



Target Market (beneficiaries):

Caerphilly Borough Mind offers its service to individuals who live within Caerphilly Borough.

As well as self-referrals, the organisation receives referrals from Community Mental Health Teams, GPs, Social Services and other third sector agencies.



In addition to mental health service users, the organisation engages with many individuals who have no mental illness diagnosis, but due to difficult life events (such as bereavement or redundancy) seek support to help them gain confidence and self-esteem. For these individuals, a prevention rather than a recovery service, is being provided.

A large percentage of individuals who contact the organisation by telephone and e-mail or visit the Caerphilly Borough Mind website do so in desperation; they have had trouble in accessing the service they need or finding the information they require.

Strategic Initiatives

We won't give up until everyone experiencing a mental health problem gets both support and respect

We connect minds

We bring people together to make change in their communities

1

Use our relationships with other organisations to acquire the resources and skills needed to serve a wider population in our community

We support minds

We deliver life changing support

2

Establish the offer delivered for tenancy support to provide therapeutic intervention to clients that access tenancy support

5

Embed remote delivery across all projects / services we apply to deliver

3

Become the go to for mental health training in our network

6

Replicate funded service delivery to offer private organisations

4

Establish Net Promoter (NPS) score goal for all services and incrementally improve

7

Expand training offer to include appropriate training for people who live with/support individuals with mental health issues

We change minds

We speak out and demand better from policy makers and the public

8

Continue to be part of the conversation with relevant statutory and third sector organisations and the public

Together, we are Mind

We work together to become a more inclusive and effective federation

9

Establish a corporate funding package to offer local businesses

12

Develop organisational capability to ensure business continuity

10

Establish a scalable process to allow personal fundraisers to donate directly

13

Be a model of equality diversity and inclusion through policy, process, promotion and the way we act

11

Develop a standard approach for reporting of funding applications to ensure focus and alignment to strategy

14

Use of online media and other publicity to in order to increase awareness of Caerphilly Borough Mind services

Snapshot of services

During the past year support was provided through a range of services:

My Whole Life Programme

The organisation's 'flag ship' programme is funded through a Lottery people and Places grant and is now in its third year of delivery. The programme provides a holistic approach to improving mental well-being for participants recognising that individuals have multiple issues that affect their mental health.

Employed on the programme are:

- Service manager who provides organisational support to the team and responds to contacts via telephone and email
- Two well-being workers who provide support to individuals engaged in the programme
- A counsellor
- A part time activities worker, employed by our partner organisation, Growing Space
- A part-time trainer



Snapshot of services

First point of contact

In addition to engaging with members of the public seeking help with their personal mental health problems or issues being faced by family members and friends; a large number of enquiries come from other professionals looking for information on services, these include GPs, probation services, family services, and other third sector providers.



During the year we respond to over 900 enquiries via telephone and email. Demand for this service has increased exponentially over the year. In addition to supporting individuals to access our services we also direct them to other service providers where it is assessed that they can provide a more appropriate service.

Snapshot of services

Wellbeing support

Each participant of the programme is introduced to a wellbeing worker who remains as their named contact during their engagement. The wellbeing worker will help them assess their need, recognise their abilities, and plan goals. The well-being worker supports the individual to access the services agreed, including 'in house' services such as counselling, activities, Supported Self Help, plus services provided by other third sector providers and statutory services.



The workers regularly check in with the participants to ensure plans are actioned, appointments are kept etc.

148 individuals have received wellbeing support in the past year.

Snapshot of services



Counsellor

81 individuals have received counselling, 546 hours of counselling delivered over year.

Activity Coordinator

56 individuals engaged in activities; 336 sessions delivered.

Trainer

The organisation employs an experienced trainer who delivers in house training for our staff, external training for private companies (earned income) and is contracted to Public Health Wales to deliver Suicide First Aid training and Connect 5 to the public and workforces in Caerphilly. She is also experienced in delivering Applied Suicide Intervention Skills, Mental Health Awareness, Active Monitoring, ACTivate Your Life and Stress Control.

Counselling: Student Counsellors

Through employment of one qualified counsellor and engagement with trainee counsellors, we offer up to 40 sessions of one-to-one counselling each week. Potential clients are referred to our service from the Primary Care Mental Health Team.

Counselling is offered via telephone, Zoom and face to face at our premises in Ystrad Mynach and Trethomas Health Centre. The service is funded by ABUHB.



Student placement counsellors study through, University of South Wales Newport, Bridgend College, Fareham College or Chrysalis. The opportunity we offer supports them to complete their mandatory practice hours to gain their qualifications.

During the past year, 295 individuals have received counselling through this provision, with 2167 sessions being delivered.

Supported Self-Help (previously Active Monitoring)

Supported Self-Help is a Mind product of a six-week guided self-help programme that has been funded by Mind and delivered across the whole of Wales. The whole programme is delivered via telephone with materials being downloaded onto computer.

To help those without access to a computer, staff have devised a 'mail out' system to provide materials through the post.

During the past year 368 individuals have engaged with Supported self-help practitioners employed by Caerphilly Borough Mind, and 1225 sessions provided.



Tenancy Support

Our tenancy support service provides intervention to individuals who are homeless, or at risk of becoming homeless because mental ill-health is impacting their ability to secure or maintain a home.

Support can be varied; it can include support to access mental health services, help with securing benefits, managing money and budgeting, securing a rental property, and setting up a home. Individuals accessing this service are referred through Supporting People and are usually 'sofa surfing' or staying in temporary accommodation.

In addition to employing 2 full-time support workers, we also employ 3 part-time counsellors who provide therapeutic intervention to individuals referred by partner agencies delivering a Supporting People funded service.

The service is funded by Caerphilly Borough County Supporting People programme on a rolling contract.

In the past year, 193 individuals have benefited from this service.



Team, Trustees, Staff and Volunteers

We recognise that our staff and volunteers are our most valuable asset; we have an excellent record of staff retention ensuring that the expertise developed is retained within the organisation.

Staff are supported and encouraged to continuously develop their knowledge and skills. This year, in addition to mandatory training in Mental Health, Suicide First Aid and Connect 5, three members of staff gained their counselling qualifications, two members of staff have completed NVQ level 4 Advice and Guidance, and two are continuing their studies in NVQ's (level 4 Project Management, level 5 Leadership and Management)

Over the past year our student placement volunteers have provided 1110 hours of counselling.

Seven of our permanent employed staff began their engagement with Caerphilly Borough Mind as volunteers.





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