



Business planning Away Day
15th April 2016

New Horizons Mental Health - Registered Charity No: 1153115

16a Dean Street · Aberdare, CF44 7BN

www.newhorizons-mentalhealth.co.uk · www.mentalhealthsupport.co.uk

1. Participants

The Away Day was attended by 28 people (including service users, trustees, volunteers and staff members)

Please see Appendix 1 for list of attendees

2. Welcome & apologies

Carolyn Sansom (Chair) welcomed all to the away day and gave an overview of the day's activities-Billy Hardy was introduced as the Facilitator for the Away Day.

Carolyn thanked Billy Hardy for his help and support facilitating the Away Day.

Carolyn gave the apologies from Melanie Hutt (trustee), Pam Abbott (trustee) and Delia Powell (member).

3. Achievements

Billy Hardy introduced this exercise.

Participants were asked to record what they saw as the achievements for New Horizons and for themselves and the responses were as follows-

- Safe space
- Security
- Being allowed to join in
- Not feeling so isolated
- The variety of courses on offer (in particular the Youth Mental Health First Aid, Depression Busting and Made of Money courses)
- Coming to New horizons we feel supported
- Being non judgemental

"Coming to New Horizons opens our knowledge on knowing our rights and having our voice heard"-quote from a participant

- The Friday peer support group and being based in Aberdare
- Confidentiality
- Attending courses
- Being able to demonstrate students getting a sense of achievement from the courses
- Plenty of information through the newsletter/website and Facebook page
- The Women making a Difference course in the Rhondda
- Partnership working
- Having two resource centres

"I have got a part time job since attending a Recovery College course" - quote from a participant

- Signposting to other organisations
- Somewhere to talk about your mental health problems
- Service users can choose a course –not a set programme
- Friendships and having a laugh
- A place to meet new people

"I would recommend the Anger Management course"- quote from a participant

- Access to the internet
- Coming to New horizons has increased my social networks
- We feel that our voice informs developments
- Availability & accessibility-always being there
- The art and music groups
- It brings people out of themselves
- Transition to the Recovery College
- New courses in Taff Ely
- The feedback from students' has been positive
- A sense of achievement from doing the courses
- Learning to self manage

"New Horizons puts on what you want and allows us a say"- quote from a participant



4. What doesn't work so well?

Billy Hardy introduced this exercise.

Participants were asked to record what they see as perhaps not working so well for New Horizons and the responses were as follows-

- Not enough staff and volunteers
- Limited opening hours
- The lack of 'drop in' facilities-the need to undertake courses
- Not enough activities
- Not enough funding for new developments
- No trips
- The services don't cover Merthyr
- Few physical health activities
- The marketing is not wide enough
- Services for 16-18 year olds
- Increased opening hours for the youth project
- Not enough time for safe space
- Loss of the peer support groups - Eating disorders and Bi Polar support groups (externally facilitated)



5. Where do we want to go?

Billy Hardy introduced this exercise.

Participants were asked to record what they would like to see in the future for New Horizons and the responses were as follows-

- More staff and volunteers to increase the opening times
- New funding
- A volunteer coordinator
- More time for art and music
- Activities and opening times specifically aimed at people working
- 1:1 support
- More peer support groups for specific issues eg eating disorders
- Space-only one room for art & craft and music
- Need for new music equipment
- Support for over eating
- Awareness of mental health issues to reduce stigma
- Need for intergenerational projects
- No specific support for people experiencing bereavement and post natal depression
- Support for healthy eating is needed
- Improved marketing
- Services for 16-18 year olds
- Increased opening hours for the youth project
- Increased time for safe space
- Offer equal services across the four geographical areas
- Increased interaction between the two resource centres
- Women and Mens' groups
- Equine therapy
- Outdoor therapies-eg forestry skills
- Support for single parents(and facilities for children)
- Improved links with sports centres
- Taster sessions to increase interest in courses
- Develop more champions for specific areas
- Develop an app



6. What is Quality?

Natalie Griffiths (trustee) as the Quality/ PQASSO champion facilitated this exercise.

Natalie gave an overview of the PQASSO project (a national quality kite mark for third sector/charities in the UK that has recently been rolled out in Wales). Natalie confirmed that New Horizons is pleased to have been chosen as one of the pilot projects in Wales.

The first exercise was to look at what is good quality and what is poor quality – external to the organisation and recognisable kite marks.

A second exercise was then undertaken to identify what participants saw as ‘good quality’ for New Horizons in terms of our current services and what else is needed to for the organisation to improve the quality of our services. The responses included the following -

- Consistency-the same services across the centres/geographical areas
- Reliability

“Do what it says on the tin!” - quote from a participant

- Innovation
- Flexibility
- Effectiveness
- Safe and secure environment
- A supportive environment
- Non judgemental
- Accepting
- Friendly and inclusive
- Adapting
- Welcoming

“Excellent customer service” quote from a participant

- Groups and courses on offer
- Equality & diversity
- Service user led involvement
- Signposting to other services

- Non duplication of services
- Staff /volunteers
- Leadership
- PQASSO champion
- Policies being adhered to
- Benefitting the service user rather than the organisation

Natalie then asked participants to consider the ten PQASSO standards and asked for volunteers to join a working party for their first meeting (on 20th April) to start the planning process for New Horizons to achieve the PQASSO award.



7. Next steps

It was agreed that a report will be produced from the Away Day and circulated to all participants and that the findings will inform the future business planning for the organisation. It was suggested that the AGM include a follow up meeting to consider progress made.

The Chair thanked all for coming to the Away Day.

Appendix 1

New Horizons Mental Health Away Day - Attendance list

1. BH-University of South Wales (Facilitator)
2. CS (Chair)
3. SB
4. MC
5. JD
6. PD
7. BF
8. NF
9. HF
10. PG
11. JG
12. SG
13. LH
14. MJ
15. DJ
16. JSL
17. JP
18. J P
19. CP
20. KJ (trustee)
21. NG (trustee)
22. GL (trustee)
23. GJ (Observer-trustee)
24. JW (staff)
25. TT (staff)
26. NJ (staff)
27. CG (staff)
28. KD (staff)