



**New Horizons'  
Business Planning  
Away Day -  
April 2013**

New Horizons Away Day 2013

## Introduction

### **Mission Statement**

*“New Horizons projects the positive image of people suffering mental health problems through challenging discrimination by means of education, outreach work, information and support services”.*

New Horizons is a community based Third Sector organisation that has been supporting people with mental health or emotional wellbeing issues since 1995.

New Horizons now provides support at our resource centres in Aberdare and Dinas (Porth) plus a number of outreach centres across the Rhondda and Cynon valleys. This is in addition to project managing a highly successful mental health website ([www.mentalhealthsupport.co.uk](http://www.mentalhealthsupport.co.uk)) aimed at providing information to mental health service users, carers and healthcare professionals.

At New Horizons members can currently access a range of opportunities including -

- 1:1 support using the Recovery model
- Volunteering -both within New Horizons and with other partner organisations
- Access to information and advice from a range of agencies
- Training including IT and confidence building
- Activities including music and art & craft.
- Signposting to community activities

The 2012-13 statistics (below) demonstrate that there is a high demand and an on-going need for our services.

<b>New Horizons - 2012/13</b>	<b>Numbers</b>
Total number of attendances	2,312
Total number of people receiving 1:1 support and 3 month reviews	114
Number of volunteer sessions	1,221
Number accessing training courses	199
Number accessing activities during the year eg music and art & craft	2,238
<a href="http://www.mentalhealthsupport.co.uk">www.mentalhealthsupport.co.uk</a> Number of -	
• Hits	2,582,018
• Visits	240,611

New Horizons experienced challenging times between 2009 and 2012 and at times faced a cross road in terms of where we go in the context of the economic climate and other external and internal pressures. A business planning Away Day was held in October 2010 which helped to agree the future directions and next steps for the organisation which were written into the Business Plan.

Moving on three years ... times have changed for the organisation and in order to celebrate our achievements and to consider the next steps it was agreed that an Away Day be held to help inform our future directions.

### **The Day**

The day was opened by Phil Gillard (Vice Chair). Phil outlined the achievements and successes that New Horizons has undergone since the last Away Day. Billy Hardy (University of South Wales) facilitated the day.

During the day trustees, members, staff and volunteers (Appendix 1- agenda and Appendix 2 - list of attendees) were asked to consider the two questions below. The comments made on the day were put onto post it notes and have been written up in this report.

**1. Where are we now? What are our achievements?**

**2. Where do we want to go? The next steps**

## The Findings

### 1. Where are we now?

#### The Achievements of New Horizons to date

##### Financial security

- In the black
- Still here
- New funding
- Aim higher
- Reliance upon LHB/RCT CBC
- 12 months financial security
- Reliance on LHB
- Financial security enables NH to apply for funding
- Need to explore new funders
- Need to expand funding base
- Now able to apply to the Big Lottery
- Financially secure but would prefer to move and increase services
- Social enterprise developed
- Expansion of services
- Able to recruit more staff

- Provision of a wide range of training for volunteers
- Self help groups being encouraged to be self funding
- More funding to enable NH to offer additional groups and activities

## **Affordable premises**

- Apple Tree Stores-open
- Neighbours in Aberdare very welcoming
- Problem with parking
- It's right
- Positive -it's not on a main road/stigma
- As an organisation we want to be seen on the high street
- Building restricting partnership working
- Nice premises-just right
- We have no room for a garden-which we enjoyed in the old building
- Too small to expand and offer new services
- Good access and ownership
- Achievement-lucky to have it
- Size means not able to develop

## **Partnership working**

- Barriers with CMHTs for referrals
- Provision of advocacy by Mind
- Counselling from Eye to Eye and Mind
- Visit from London based mental health organisation
- Communities First
- Stronger in Partnership/Interlink
- Range of third sector partners
- Recognised by lots of partner agencies eg Job Centre/housing associations - but struggle with statutory mental health teams
- Housing Associations
- Education and training providers
- Lack of space limits partnership working

## **Service users on Management Committee**

- Encourage members to join
- Skills lost
- Now able to recruit service users on management committee

## **Company Limited by Guarantee/CIO structure**

- Transition to CIO in progress

## Projects for young people

- Need to improve and expand the youth service
- Need to evidence the need for the youth project
- Thanks to Mental Health Support website for promoting on Face book and twitter
- Youth project-a 6 month pilot
- No referrals from CAMHS to new youth project
- Need to promote new service
- Referrals from Eye to eye

## Counselling and advocacy

- University of South Wales -300 hours of counselling form students available
- New Horizons to aim higher
- Are we ready to move to new ground?
- Space for counselling when schools closed
- B-eat
- Teds



## Postnatal depression service

- University of South Wales- offer to run free post natal depression courses

## Support for eating disorders

- In progress in Aberdare (link with the youth project) with B-eat
- Need to develop in the Rhondda
- Need to support issues around obesity

## Research

- Work with University of South Wales
- Access funding for user led research
- Raise funds for an in house researcher
- University student counsellors for youth project
- Research into eating disorders/obesity needed

## Social enterprise

- Art and craft group to be self sustaining
- E book is up and coming with the creative writing group feeding into it
- Major funding gained for social enterprise-NH2
- Developing and expanding activity groups
- More training for volunteers
- Music group needs to expand

## 2. Next steps- Where do we go from here?

- Go above and beyond what we already provide!
- New and longer term SLA-funding
- Increase provision of reflexology-no cost to NH
- Evidence of outcomes-Star project
- Volunteer coordinator
- Befriending
- Additional funding for other projects-eg expand youth provision
- Mountain Ash art and craft project-expansion
- Wider promotion of services in the media
- More activities- eg Yoga
- Partnership working with communities First
- NH2
- Youth project
- Ebay project
- More away days at different locations
- Hirwaun peer led project-no cost to NH
- Cookery classes to encourage healthy eating
- Womens' group
- Mental health awareness raising talks
- Flexible opening times to suit all needs
- Increase opening hours
- More away days in other areas
- More social enterprises developed
- No duplication of services
- The New You Group
- Secure funding for the youth project
- Expanding activities on offer
- More training for volunteers
- Offer training to professionals from a service user perspective eg A& E nurses
- Mens' group-activities outside the centre
- More safe space sessions
- Increase outreach at MA and Hirwaun

- **Holistic treatments**
- **Data base of volunteer skill base**
- **Eating disorders-link in with Jacinta Tann's research network**
- **Develop new support groups for post natal and eating disorders**
- **Increase volunteers on the new Beat project to be based in Aberdare**
- **Continue to build links with Cwm Taf eating disorder services**
- **Reflexology for mothers/infant massage courses could be offered**
- **Post natal depression services in partnership with university of south Wales**
- **Longer term funding for the youth project**
- **Young people and outdoor pursuits-develop a new service**
- **Gardening project**
- **Improve partnership working with the CMHTs**
- **Twin with another mental health third sector organisation in another area**
- **NH to secure an Asset base**
- **More fundraising activities**

## Conclusions

Twenty four people attended the day including trustees, service users, staff and volunteers. Contributions on the day were written down and have been typed into this report as stated.

The key themes that emerged from the day included-

- The achievements over the last three years that need to be celebrated
- The value that members put on using New Horizons' services
- How using the services helps to increase self confidence and self esteem
- How using the services reduces the risk of hospitalisation
- Additional services for young people living with mental health issues are needed
- Additional services supporting people with eating disorders
- The impact of the current economic climate on future service delivery

The findings from this Away Day will inform the Business Plan for 2013 onwards.

A further Away Day will be arranged for spring 2014 to reflect upon the findings from this Away Day and to agree the future direction for New Horizons from 2014 onwards.

***Thanks to all who came on the day and  
contributed***

## New Horizons - Business Planning Away Day

### The Next Steps

Friday April 19<sup>th</sup> 2013

#### Agenda

- 9am - 9 30am; Coffee and tea
- 9.30 - 9. 45 am; Welcome, housekeeping and aims for the day (Billy Hardy-facilitator)
- 9.45-10am; **Where are we now?** (Phil Gillard - Vice Chair)
- 10 -11am -Achievements to date - a celebration (all)
- 11-11.30 am; Coffee and tea
- 11.30 -11.45am: **Where do we want to go?** -an overview of the current position-(Phil Gillard)
- 11.45-1pm - Where do we want to go? (all)
- 1-1.15pm Conclusions and summing up (BH)

## Appendix 2

### Participants

- Billy Hardy Facilitator /University of South Wales
- DH NH
- SD NH
- SS NH
- JG NH
- SP NH
- KH NH
- JR NH
- JD NH
- M NH
- G NH
- J NH
- BF NH
- BW NH
- Gill Malpas NH Chair
- Phil Gillard NH Vice Chair
- Carolyn Sansom NH Secretary
- Delia Powell NH Trustee
- Pam Abbott NH Trustee
- Melanie Hutt NH Trustee
- Janet Whiteman NH staff
- Tracy Thomas NH staff
- Natalie Jones NH staff
- Kristy Davies NH staff