



Business Planning Away Day
20th April 2018

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 19 people (including service users, trustees, volunteers and staff members)

Please see Appendix 1 for list of attendees

2. Welcome & apologies

Carolyn Sansom welcomed all to the Away Day and gave an overview of the day's activities.

3. "You said: we did"

Tracy Thomas and Natalie Jones presented on New Horizon's progress over the past year in responding to what stakeholders had requested at the 2017 Away Day. The following achievements were noted and celebrated:

- New funding has been secured from Cwm Taf University Health Board for three years
- We gained funding for the requested art tutor, which has been very well received and has boosted the art group's membership
- We recruited for the Business Development Officer post
- The Activity Co-ordinator is now in place
- More groups are on offer including the choir and the art & craft groups
- We have more staff - the Business Development Officer and Activity Coordinator

It was noted that these achievements demonstrate the value placed on the input from members into the planning processes for the charity.

4. Achievements

Sabine Ingeborg presented an overview of organisational achievements during 2017-2018. These included:

External recognition of New Horizons as a high quality provider:

- We have been awarded PQASSO-Level 1. It was noted that only 19 third sector organisations in Wales currently hold this Quality Mark and that as New Horizons is a small local charity, this represents a huge achievement!
- We're very proud that the PQASSO assessor noted the good practice with two quality areas in particular: *User Centered Services* and *Assessing Outcomes*.
- We were also awarded two additional Quality Marks - the Small Workplace Health Award and Mindful Employer Award.

Making a positive start to our longer term sustainability plans:

- We are pleased that our ongoing positive relationship with our main funder Cwm Taf UHB resulted in us securing three years of continued funding for the provision of Recovery College courses (2018-2021). This allows us a longer period of security and the opportunity to build other services.
- The funding we gained from the Lloyds Bank Foundation for the Business Development Officer resulted in us being able to bring in different sources of income
- We were able to appoint a Volunteer Support Worker to support volunteers at Too Good to Waste who are experiencing mental health issues, using funding gained from the Coalfields Regeneration Trust and Rhondda Trust Fund
- New funding from Tesco Bags of Help and Tonypany Community School for the art and craft projects in Cynon and Rhondda
- The success of the art & craft facilitated groups-quotes from students were highlighted demonstrating the success of the projects to date
- The Theory of Change planning process we have undergone with support from a Lloyds Bank Foundation mentor will be really useful in developing additional change measures for all of our services

5. Next steps-planning for the future

We held a two-part workshop at the Away Day 2018 facilitated by Sam Edwards of RED3, who is currently fulfilling our Business Development function. The workshops began with a presentation including information on the local Cwm Taf context for mental health consultation and planning and how that could be used to inform some of the discussion of the day.

The first part of the workshop was used to gather views on:

1. *What went well in 2017-18?*
2. *What didn't go so well in 2017-18?*
3. *What should we do differently in the coming year?*

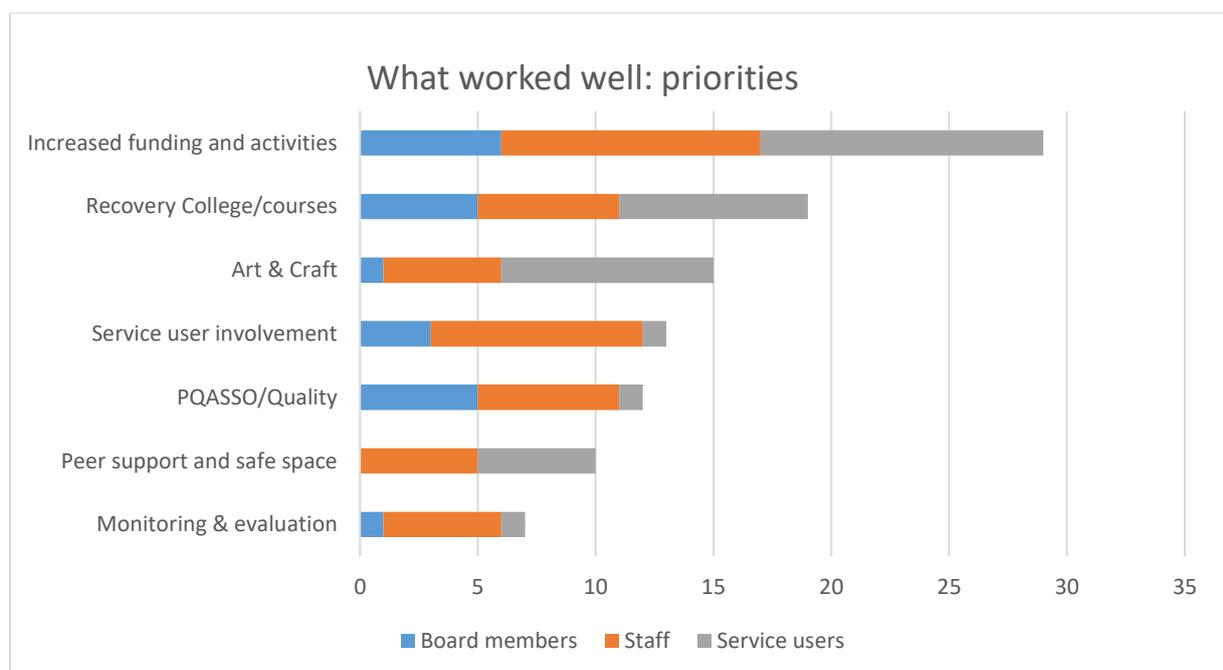
Everyone was asked to write down at least three things in answer to each question along with the reasons why. Three groups each made up of a mix of staff, board members and service users then discussed each idea in turn to come up with the group's top four priorities. The individual answers and the top priorities of each group are shown in appendix 2.

Looking at the information gathered after the workshop, it's clear that lots of the individual responses were similar and fell into 'themes'. These themes are shown in appendix 2 along with the individual responses that fell under each of them.

In the second part of the workshop, we focussed on narrowing down each group's four priorities to find out what was the most important thing to do in the coming year and what was less important or more challenging so would take longer. We did this using a voting system where each person was given a limited amount of stickers to use as 'votes' for the priorities they thought most important. We then did a whole group 'sense check' on the highest voted priorities, also gathering more detail about the reasons why they were important to people.

What did the group vote as the most important things that went well in 2017-18?

This chart shows which 'themes' were voted as having been most successful in the last year by the whole group. It also shows the proportion of votes made by board members, staff and service users.

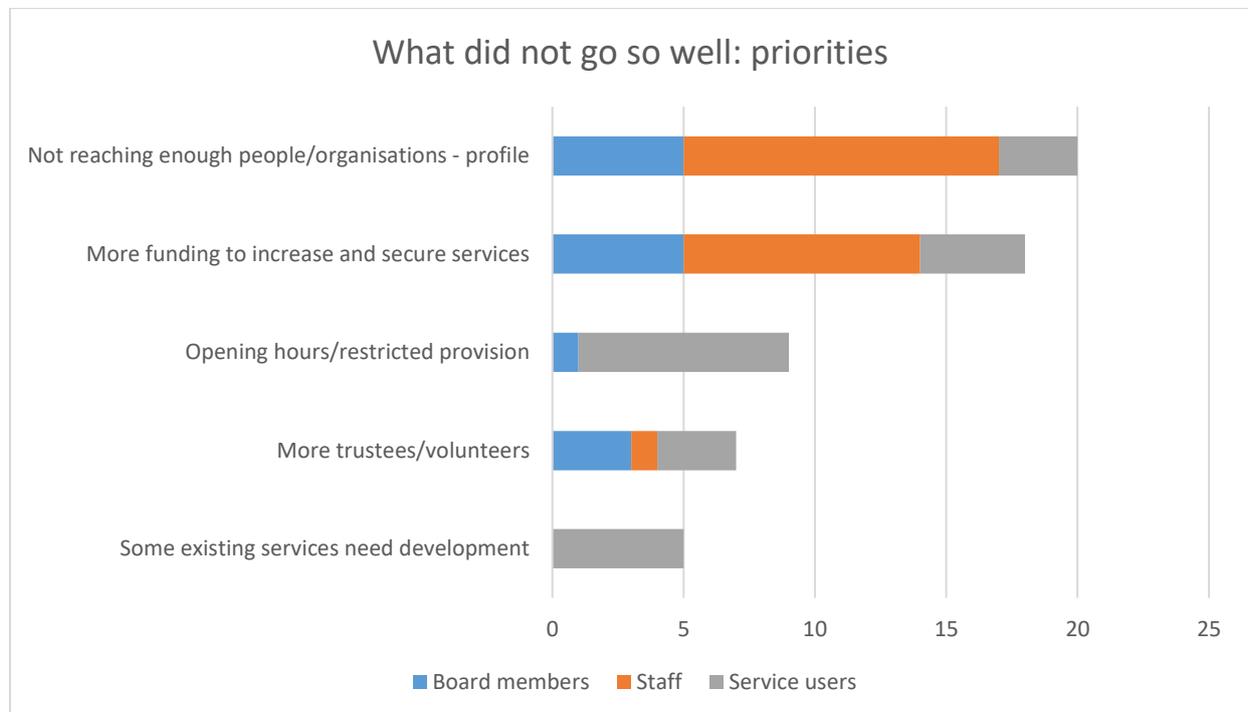


Some key messages:

- Every group thought that the best thing about the past year was increased funding and a wider range of activities. This was the top answer for every group.
- The Arts & Crafts group was particularly popular with service users, echoing the messages and feedback in Sabine's presentation.

What did the group vote as the most important things that didn't go so well in 2017-18?

This chart shows which 'themes' were voted as having gone least well in the last year by the whole group. It also shows the proportion of votes made by board members, staff and service users.

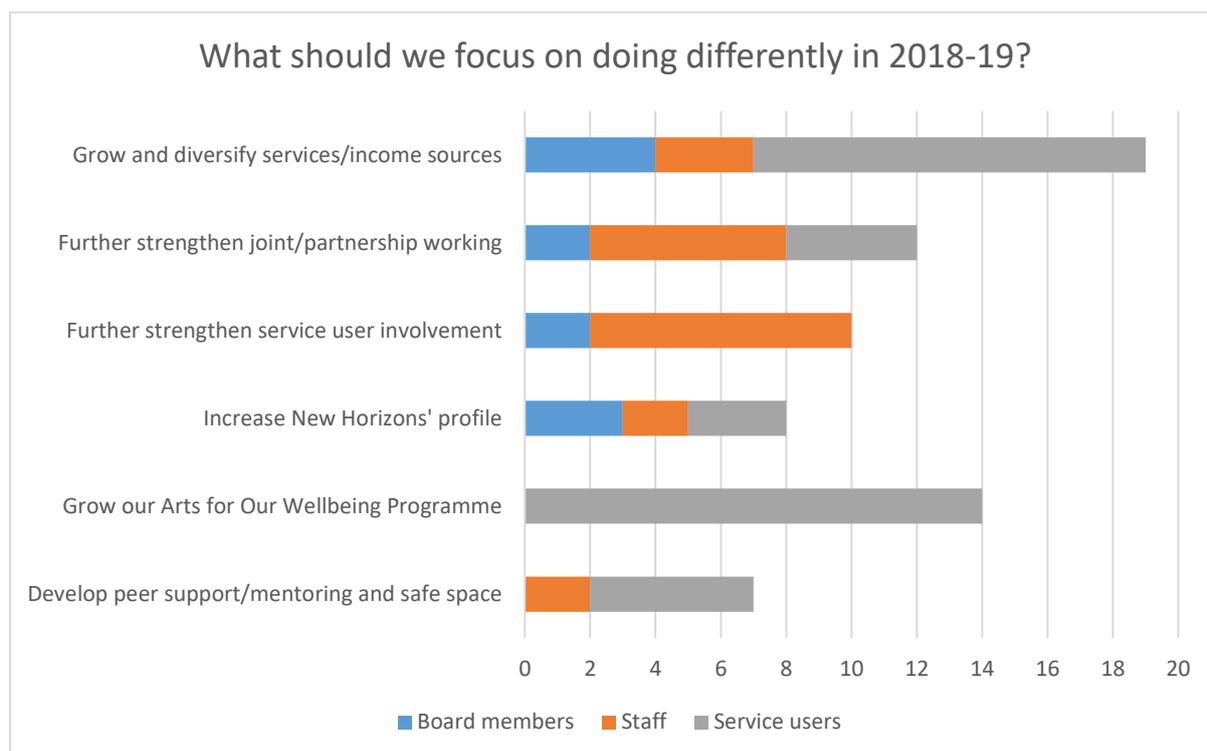


Some key messages:

- Every group thought that more needed to be done to boost New Horizon's profile and reach more people.
- Every group thought that although some new funding and activities had been brought in during the year, more still needed to be done
- Service users in particular were keen to see more resource for increased opening hours and expanding existing services.

What did the group vote as the most important things that New Horizons should do differently in the coming year?

This chart shows which 'themes' were voted as having gone least well in the last year by the whole group. It also shows the proportion of votes made by board members, staff and service users.



Some key messages:

- Growing and diversifying services and income sources was again seen as important by all groups.
- Revitalising the music group, setting up a poetry/creative writing group and extending the Arts & Craft provision were mentioned several times as wanted services in the coming year under the *Arts for Our Wellbeing* theme.
- No service users thought that service user involvement needed to be further strengthened – this is a good sign that people feel engaged and involved already.
- Every group thought that it would be a good idea to explore trading/social enterprise activity.

What happens next?

All of the information gathered at each stage of the workshops was really useful and has been recorded for using in board and staff meetings, project planning and funding applications.

6. Next steps

This report will be used as a guide to planning our development and fundraising strategy for the coming 3 years, and to make priorities within the strategy for the year 2018-19.

Carolyn thanked all for coming to the Away Day. Feedback forms were also collected and the results are shown at appendix 3.

Appendix 1

New Horizons Mental Health Away Day 2018 - Attendance list

1. CS (Chair)
2. NB (Vice Chair)
3. NG (Secretary)
4. BM (Trustee- Observer)
5. SI (member/volunteer)
6. BF (member)
7. DP (member)
8. SC(member)
9. DL (member)
10. AH(member)
11. KS (member)-
12. PD(member)-
13. KWJ(art facilitator)
14. JW (staff)
15. NJ (staff)
16. TT (staff)
17. MW(staff)
18. CG (staff)
19. SE(staff)

Appendix 2

What Worked Well: Individual responses grouped into themes

PQASSO/Quality

- Gaining PQASSO – good joint working by service users, staff and trustees
- Recognised/national quality mark
- External recognition of organisation – Team approach, recognises good standards, help future funding

Increased funding and activity

- Outside funding
- Service funding for 3 years – added value
- Offering more activities
- Increase staff linked to successful funds – allows more services to be offered, more ideas expand further
- Increase courses and area cover reaching out to more people
- 50+ courses

Service user involvement:

- Service user – lead
- Co-production and SU involvement is at the heart of the NH. This allows SUs to design the service they need/want, which empowers people
- Coproduction and service user involvement

Style of service provision:

- Admission is voluntary
- Free space – friendly environment
- Confidential – you're not afraid to tell a member of staff anything knowing they will do everything they can to help
- Friendly atmosphere is brilliant

Peer support and safe space:

- Peer support group
- Safe space – well attended, lots of discussion and supportive atmosphere.
- Peer support on Friday is a brilliant time because the weekend can be a long time
- Peer support – Helps my confidence and socialise
- Group activities to bring people together

Art & Craft:

- Structured art and craft group
- Maintain art group after Kira leaves
- Art and craft class
- Find funding to keep Kira

- Art group – inspiring encourages confidence and creativity
- Art class confidence
- Art group – very well attended, new ideas
- Art group – increase in SUs
- Art group – Allows me to try new things and do things I never would have gone out of my way to try.
- Craft group with tutor to build experience and confidence

Recovery College/courses:

- Recovery college
- Recovery college – courses are well attended
- Recovery college – more students and courses
- ALW courses – They allow me to keep learning
- Development and delivery of the recovery college worked well because its service user led and the development of the partnership with ALW
- Courses and classes
- Group run courses
- Courses meeting new people

Monitoring and evaluation:

- M&E is one of the strengths which has allowed NH to develop services, identify gaps in services and evidence the impact on wellbeing
- Monitoring – can see the impact the new horizons has
- Monitoring and evaluation

Other responses:

- More trustees on the management committee – but more needed
- Volunteering
- Writing and pottery
- Partnership working i.e. sensory group courses
- Natalie

What Worked Well: priority themes decided by groups:

- Increased funding and activity was prioritised 3 times
- PQASSO/Quality was prioritised twice
- Recovery College/courses was prioritised twice
- Peer support and safe space was prioritised twice
- SU involvement was prioritised once
- Monitoring and evaluation was prioritised once
- Partnership working was prioritised once

What's not worked so well: Individual responses grouped into themes:

Existing/past services need development:

- Monday safe space
- Book club
- Writing course
- Youth project needs to be relaunched
- Youth project
- Music group

Opening hours/restricted provision:

- Closed on the Tuesday and Thursday
- Art group only once a week
- Drop in being dropped

More funding to increase and secure services:

- Funding insecurity
- More funding for recovery college
- Need more funding for a Business Development Person!

Space is not always suitable:

- Some locations are limiting – the factory, Porth is small. It's not open often/not that well attended
- Need for adaptable space for different activities/events/ one to one, groups etc.

More trustees/volunteers:

- Need for more trustees

Not reaching enough people/organisations:

- We need to be better at publicizing ourselves and our achievements e.g. social media
- Not known by many other companies
- Increase number of people attending the youth project, 50+ group

What's not worked so well: priority responses decided by groups:

- Not reaching enough people/organisations was prioritised 4 times
- Opening hours/restricted provision was prioritised twice
- More funding to increase and secure services was prioritised twice
- More trustees/volunteers was prioritised twice
- Some existing services need development was prioritised once
- Existing/past services need development was prioritised once

What should we do differently and why?: Individual responses grouped into themes

Grow and diversify services/income sources

- Develop a social enterprise – increase funding
- Sell health and wellbeing programme support by employers
- Website – lots of hits and visits – needs to be managed and updated
- App as it appeals to many people
- More and varied activities
- Expanding services – recovery college youth project
- More recovery college courses/extended
- Recovery college courses

Grow our Arts for Our Wellbeing Programme

- More activities i.e. music and writing
- Creative writing group
- Establish a creative writings course
- Taster sessions of more/new activities

Further strengthen service user involvement:

- Empowering individuals to learn/volunteer/teach
- Co-production/delivery
- Stories – If NH was not here, where would you be and what would you be doing?
- Measuring outcomes

Increase New Horizons' profile:

- Open day and inviting people
- Get more high uppers to come and see what we do
- Marketing social media – think creatively
- Better marketing – coordinator, multi media
- Information open day
- Talking about what NH can help with

Continue and develop peer support, mentoring and safe space:

- Safe space/peer support to continue
- Peer support/safe space
- Volunteer/peer mentoring – build on existing practice to develop and help raising awareness of NH

Further strengthen our partnership working:

- Increase joint working with other organisations
- Job centre plus - roll out of universal credit – potential links

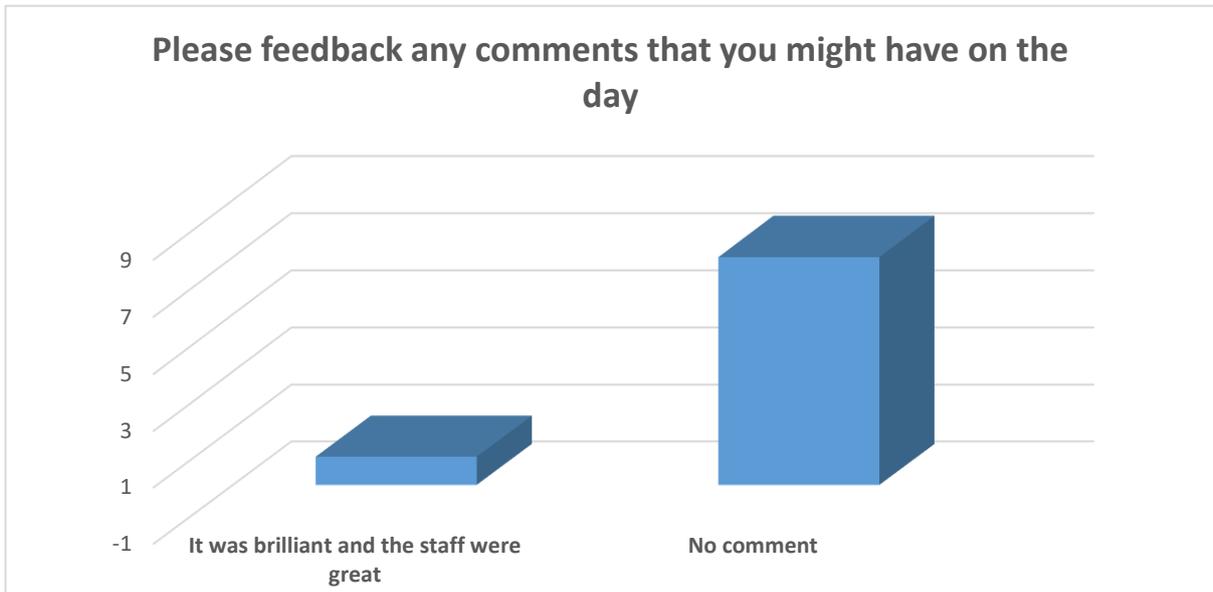
Gather more information from outside:

- Mapping of services for each area, to look at partner organisation, expand service offer
- WFG Act, SS & W Act. How we measure against the indicators of the acts
- Mapping need provision
- Looking for more trustees
- New horizons staff are brilliant!

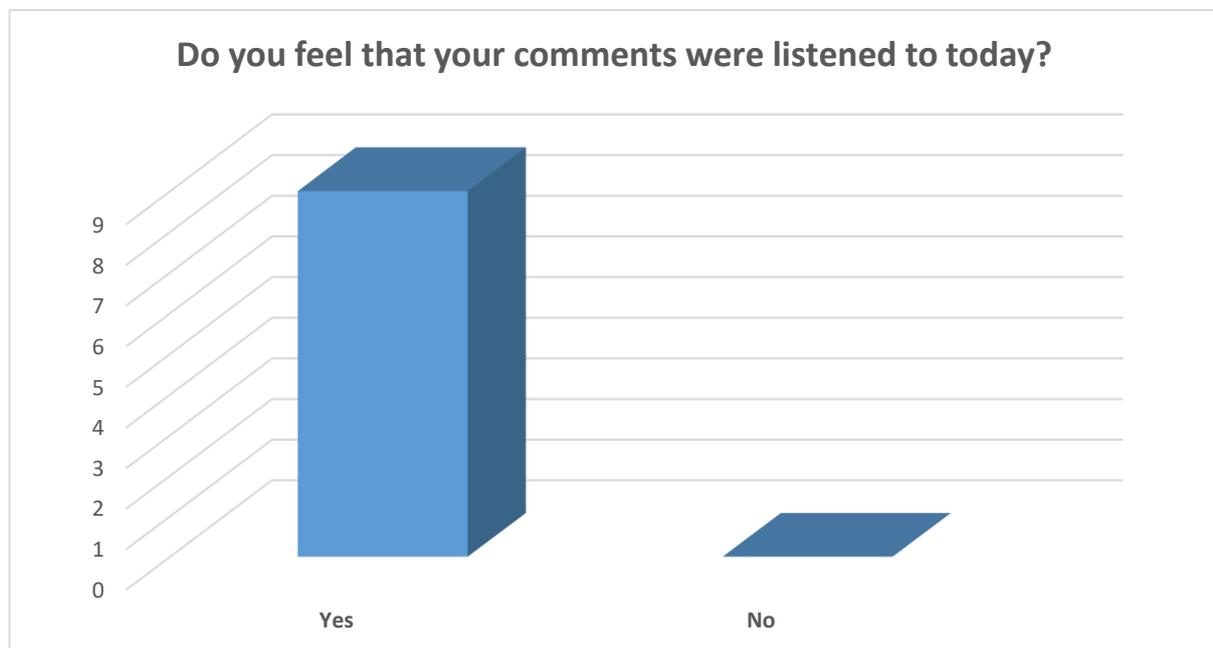
What should we do differently: priority responses decided by groups:

- Grow and diversify services was prioritised 3 times
- Develop peer support/mentoring and safe space was prioritised once
- Further strengthen service user involvement was prioritised once
- Start trading activity was prioritised once
- Further strengthen joint/partnership working was prioritised once
- Increase New Horizons' profile was prioritised once

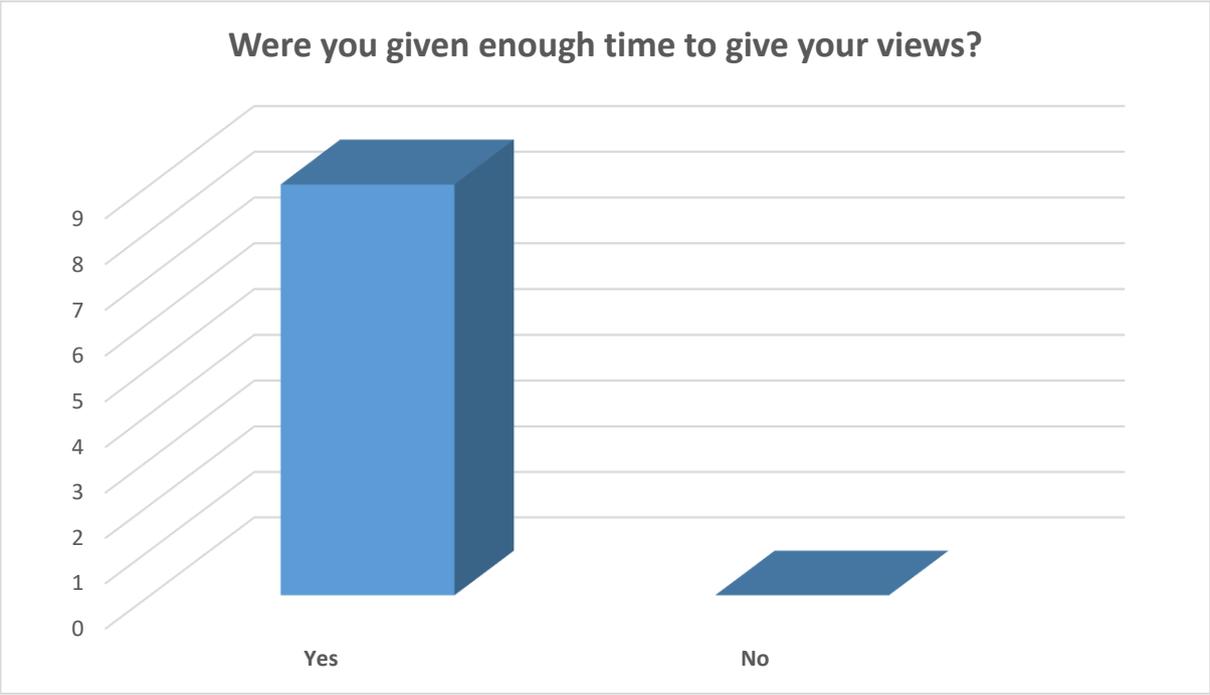
Appendix 3
Feedback form data



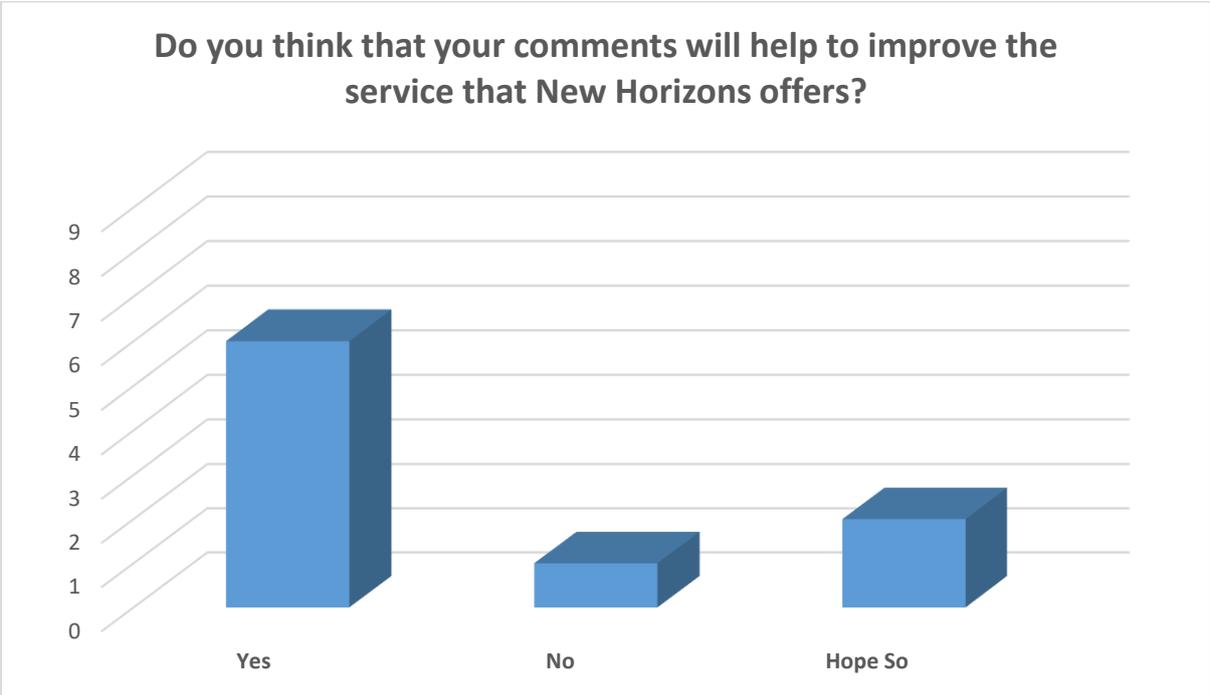
The majority of respondents did not answer this question however the ones that did were very positive



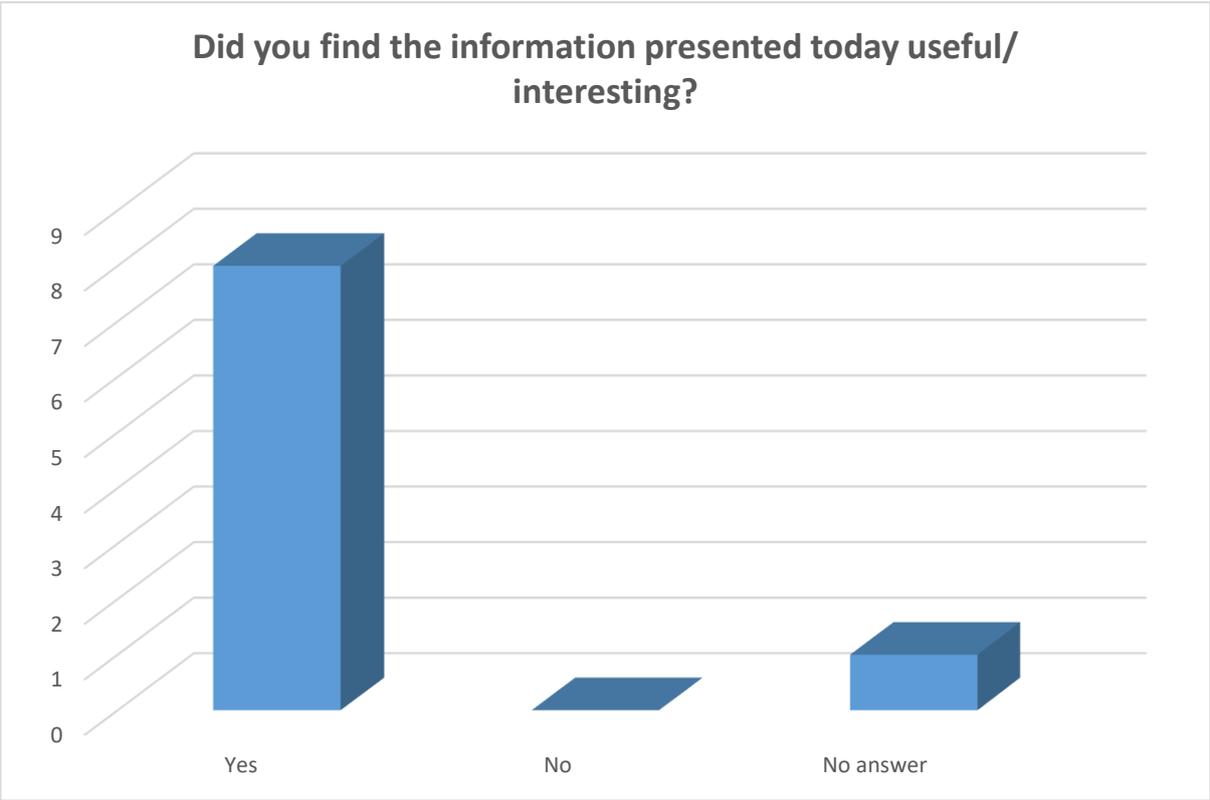
The majority of respondents stated that they felt that their views were listened to on the day



The majority reported that they were given enough time to give their views



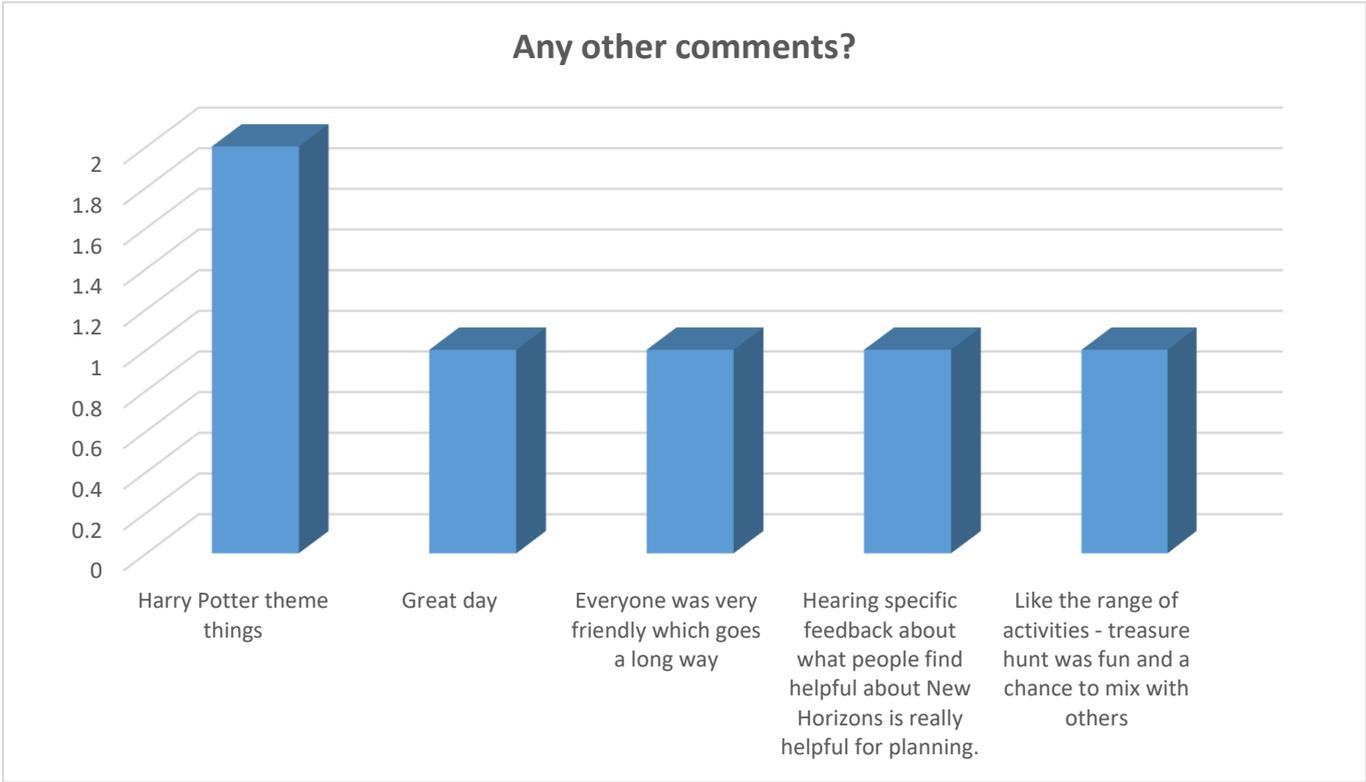
The majority reported that they felt that their comments will help improve the services that New Horizons offers.



The majority reported that they found the information presented useful and interesting



There was an equal request for the three subjects highlighted for next year's away day



There were a high number of requests for a specific theme for future meetings

The other comments were given an equal response.