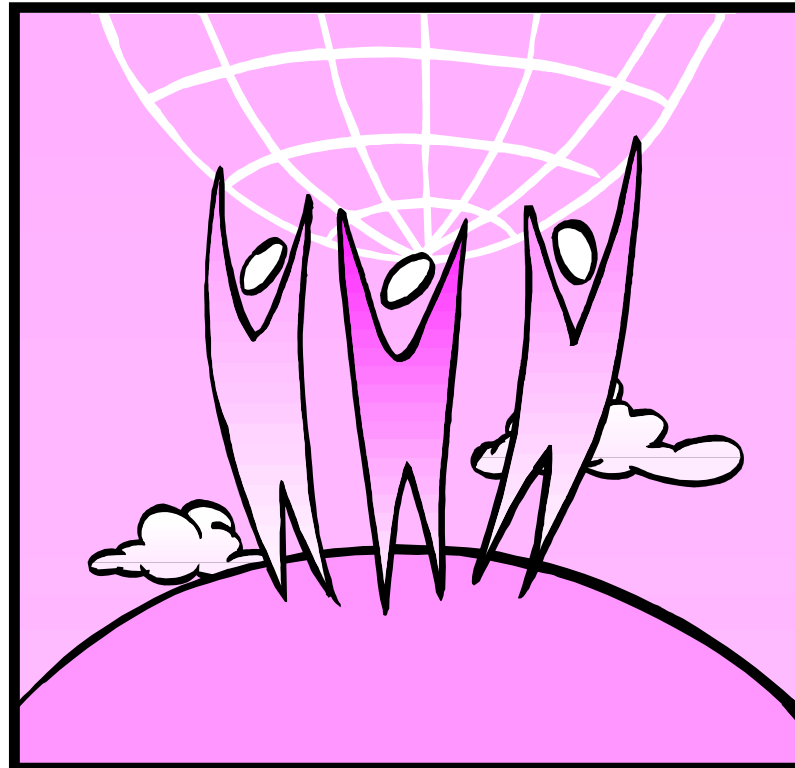


Redcar & Cleveland Mind Annual Review 2003/04

Redcar & Cleveland Mind recognises the value of people with experience of mental distress & wishes to listen to and learn from them. We seek to foster & enable user consultation & participation in the planning & delivery of mental health services.



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Executive Committee

- Our Annual General Meeting was held in October 2003 with over 120 members and guests and our guest speaker was David Henry, Chair of National Mind. A new Committee of 16 was elected by our membership, **13 out of 16 trustees are service users**
- The Personnel Sub Group recruited 6 paid workers including our new Director who will ensure that we continue to develop as a quality based, outward looking organisation that is **inclusive and responsive**
- We continued to **effectively manage** R&C Mind's two day services (in Redcar and rural East Cleveland) and Information Service in line with contracts with R&C Social Services Department. All three services completed successful reviews in March 2004
- All stakeholders attended a 'Taste and Refresh' training day before our **Investor in People review** which we achieved in October 2003
- We hosted a visit from the Joint Team Leader on the Mental Health Team (Deputy Prime Ministers **Social Exclusion Unit**)
- Our Welfare Rights Project continued to be a **well used initiative** and we have **extended** the project within our rural day service to include **Skelton and Loftus**
- We **successfully hosted two DipSW students** from the University of Teesside
- After a full consultation with all stakeholders a **no smoking policy was developed and implemented** in all our service areas
- As lead partner of R&C NSF Local Implementation Team Mental Health Sub Group we continued to manage a mental health promotion project employing a full-time worker whose main aims are to **promote good mental health within the local community and to tackle social exclusion**
- We coordinated a week of activities around World Mental Health Day (10th October) including a **stress questionnaire** and a stress buster calendar for 2004 in conjunction with R&C Mental Health Promotion Partnership, of which we are the lead partner
- In partnership with R&C Citizen's Advice Bureau and R&C Adult Learning Service we have continued to take forward the Healthy Living Centre 'Advice, Information & Training for Better Health' **pilot project based within Redcar Health Centre** and employing an Information Worker
- We have **supported local initiatives** including Greenlights Mental Health Service User Group, Diamond Street Residents' Association and Redcar & District Pensioners' Association and other local voluntary and community groups by offering space for meetings including R&C Women's Aid, R&C Voluntary Development Agency, R&C Community Care Forum, R&C Drug Action Team, R&C Disability Access Group
- **Many thanks to all our funders be you big or small, public or private** - Community Fund, Redcar & Cleveland Borough Council, Neighbourhood Renewal Fund, New Opportunities Fund, Tees & North East Yorkshire NHS Trust, CIRA, Langbaugh, Middlesbrough and North Tees Primary Care Trusts, University of Teesside, Tees Valley Learning & Skills Council, Redcar & District Pensioner's Association, Haltermann, Freeborough College, Dormanstown Primary School Teachers and £300+ from anonymous donors

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Information Service

- We produced the **fourth** edition of our **Tees-wide Good Mind Guide** in January 2004, keeping its improved and lighter hard copy format
- The Guide now includes **key Darlington** contacts
- Distribution included all **GP** practices in Langbaugh and Middlesbrough Primary Care Trusts, Redcar & Cleveland Borough Council Libraries and Social Services locations, a wide range of local community groups, Tees & North East Yorkshire NHS Trust plus a raft of other organisations
- **www.goodmindguide.org** continued to be highly successful and had 34,026 hits in the month of March 03 rising to 56,971 in March 04
- **What's New** page is updated **weekly** and used by a wide range of people giving our Guide a fully comprehensive and inclusive approach to what contributes to being mentally healthy
- **4,000+** leaflets distributed through services and events
- **Top 10 Booklet Take-Up - Stress** titles remain in the number 1 slot:
 - 1 Mind Guide to Managing Stress plus Mind Stress Troubleshooter
 - 2 How to Cope with Panic Attacks plus Mind Panic Troubleshooter
 - 3 Understanding Depression
 - 4 Understanding Anxiety
 - 5 How to Stop Worrying
 - 6 Personality Disorder
 - 7 Childhood Distress
 - 8 Talking Treatments
 - 9 Manic Depression
 - 10 Mental illness
- **794 documented enquiries** (estimated 40% of actual): Friends/Relatives/Carers - **160**, Service Users - **267**, Students - **43**, Other Individual - **124**, Mind Association - **8**, Other Organisation/Group - **192** (this includes 106 via Advice, Information & Training for Better Health)
- We passed the **first review of our Community Legal Service Quality Mark for Assisted Information**, in full, in September 2003
- We supported and participated in a wide range of events including Mind Conference, **Rethink: Reducing Stigma & Discrimination**, International Women's Day, Drug Awareness Day, Redcar Women's Forum, No Secrets Seminar, Carers Week and Carers Rights Day
- We worked with **local groups and organisations** including South Bank Women's Centre, Carer Together, University of Teesside, Secretaries' Forum (commercial sector), local Further Education College, Secondary School and Probation Service, Local Authorities and Health Trusts
- We further supported Redcar & Cleveland Mental Health Promotion Partnership **World Mental Health Day** and other events
- Supported both Redcar and East Cleveland day services (5 sites) with **information outlets**. And added a further outlet in the Advice, Information and Training project at Redcar Health Centre
- We have continued to **innovate** and enjoy excellent feedback from across the region

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Mental Health Promotion

- A **new project** whose aims are to progress the work of mental health promotion within the Redcar & Cleveland area and to establish new initiatives that will make a positive contribution towards **Standard 1 (mental health promotion)** and Standard 7 (suicide prevention) of the National Service Framework for Mental Health. The main initiatives are aimed at **tackling social exclusion, promoting good mental health** within the community and through campaigning, training and awareness raising endeavour to influence peoples attitudes against the stigma and discrimination associated with mental health problems. The Mental Health Promotion Development Worker is **Standard 1 lead on Teesside Suicide Prevention Task Group**. Key events and achievements have included:
- **World Mental Health Day** (10th October 2003). A week of events around the theme of stress took place around Redcar & Cleveland targeting workplaces and the general public. Service users produced a 2004 Stress Buster Calendar. Work was coordinated by Mental Health Promotion Development Worker alongside R&C Mental Health Promotion Partnership.
- Training Sessions were delivered to college tutors at Redcar and Cleveland Adult Learning Service around **supporting people accessing education who experience mental health problems**, to new volunteers at the Junction in Redcar looking at **'Young People's Mental Health & Self Harm'** and to The Women's Support Network on **'Women, Mental Health & Domestic Violence'**. Stress and Mental Health Awareness workshops were held in ICI
- A presentation on highlighting the importance of **'Older People's Mental Health'** was given to Redcar Pensioners Association
- Working in partnership with Greenlights to set up a **Media Minders Project** which is aimed at encouraging people to monitor and respond to both positive and negative media reporting of mental health stories and to make a valuable contribution towards challenging the attitudes towards mental health which can be perpetrated by the media
- The design and delivery of training sessions to volunteers at Homestart **'Looking at Mental Health Awareness & Post Natal Depression'**
- Organising a week of events around Mindweek (May 2004) highlighting the importance of combating isolation
- Group activities with mothers and children on **'Promoting Good Mental Health'** at South Bank Women's Centre
- Establishing links with the asian community and looking at ways to **effectively promote good mental health**
- Future plans include looking into the feasibility of setting up a support group for people who have recently **returned to work after experiencing mental health problems** and looking at ongoing initiatives and campaigns to tackle stigma and discrimination as well as organising World Mental Health Day 2004 themed around the **connection between physical & mental health** and continuing to offer workshops, training and presentations on mental health awareness and stigma & discrimination

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Day Services

- **We continued to deliver** two highly successful day services in Redcar and East Cleveland (over 4 sites) through a R&C Social Services Department contract
- **Both services are accessible** 42 hours a week over 7 days
- **Over 300 people** have accessed our day services over the past year
- **Welfare Rights** sessions each week continue to have a high take up - thanks to Claire (R&C CAB)
- **A programme** of activities is re-evaluated each quarter with consultation with service users
- **Mindflash** our ever popular newsletter continues to have high levels of contributions from service users and other local organisations and is distributed widely
- Service users enjoyed events organised around World Mental Health Day and contributed to a **Stress Buster Calendar** for 2004
- A visit by the Joint Team Leader, the **Social Exclusion Unit** gave everyone an opportunity to express their views
- R&C Adult Learning Service provided a Drama Tutor for sessions at RDS culminating in our very own version of 'My Fair Lady' at the Christmas Party - **Mind your vowels!**
- Computer sessions provided by R&C College are still very popular with a number of service users successfully attaining **CLAIT qualifications** at RDS and increased IT opportunities at ECDS with **women only sessions**
- Service users have had some input into Greenlights Service User Group including a **collaboration of works of art** displayed at Kirkleatham Hall Museum
- Daytrippers picked **Helmsley and York** for this year's annual outings - umbrellas at Helmsley and sunshades at York!
- Weekly walks and the new longer monthly walks to many **local beauty spots** have been very well attended - we continue to **Walk for Health**
- **Stamp Revisited** have made regular visits to offer support to service users
- Popular sessions at both services have included Tai Chi, Weight Management & Healthy Eating, Assertiveness & Confidence Building, Pottery and Arts & Crafts
- Artists at ECDS have been busy working with the Open University producing designs for coursework around the themes of **contemporary debates in mental health**
- We continue to liaise with the **community mental health teams** and have regular input into CPA reviews to help prevent re-admission to hospital
- 2 DipSW student placements have provided a valuable learning experience for both services

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Advice, Information & Training for Better Health

- A new two year pilot partnership with R&C Adult Ed and R&C CAB focused on the patients registered at all GP practices in Redcar and offering an accessible and flexible, confidential and independent broad based **advice, information and training service** with opportunities to **address the known links between social exclusion and health inequalities.**
- **Key stages of the project have been:**
- Employing and inducting three new paid workers - **an Information Worker, Training Coordinator and Advice Worker**
- Holding seven **Information and Advice** sessions each week at Redcar Health Centre
- Offering training opportunities which are **responsive to the needs of service users** and have included weight management, stress, keep fit, healthy cooking, gentle exercise, anger management, aromatherapy, Indian head massage, crystal healing
- Making **key contacts** including Langbaugh PCT, Sure Start, Further Learning, PALS, Homestart, Carers Together, Nightstop, The Junction and Addaction
- Giving presentations about the new service to all GP practices, health visitors, district nurses and other **key health professionals**
- Attending events to publicise the project including Picnic in the Park, Carers Day, **World Mental Health Day**, Health & Welfare Day, Obesity Strategy Launch, **Check out your Health Day**
- Establishing **links with other networks** including R&C Community Resources Forum, Health Action Link, Community Network, Carers Inclusion Group and R&C Community Care Forum
- The Information Worker attended an **Effective Communications** Day training session which resulted in the setting up of a website via Communicate to publicise the project
- The team arranged to join up with the **BBC Bus** as part of Adult Learners week to promote and give information about the service
- **Over 12% of all documented enquiries** to R&C Mind have been via the Advice, Information and Training project based at the Health Centre over its first 6 months in the venue
- Numbers accessing the service have steadily increased and the project will be undertaking a feasibility study with the possibility of **extending the pilot into rural East Cleveland**
- Alongside the success of the project awareness has been raised about the immense amount of information that Redcar & Cleveland Mind can provide and this has been invaluable to those that the service has been able to support. Both service users and health professionals alike have commented about the wide range of issues that Redcar & Cleveland Mind holds information about

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Partnerships, Quality, Training & Communications

- Quality development throughout the organisation has provided a focus for us all - Redcar & Cleveland Mind will receive it's first **quality standards** review by National Mind in 2005
- **Effective internal communication** is ensured through regular team meetings, supervision sessions, annual appraisals, development days, circulation of minutes and papers
- Communication outside the organisation is promoted through our extensive mailing list for **newsletters and programmes of activity**
- An Investor in People '**Taste & Refresh**' day was held in September 03 before undertaking our successful review in October 03
- We have taken part in various consultations including **Equality & Diversity** Policy, Fit for the Future, **Social Exclusion**, Isolation
- **Celebration of Achievement Awards** were received by all our unpaid workers and trustees during Volunteer Week (June 03)
- Training undertaken included Mind Annual Conference (Harrogate - March 04), Introductory Certificate in Mental Health, **TNEY Leadership Programme**, Project Management, How to Deal with Difficult People, Customer Care for Non-Clinical Staff, Newsletter, **Mental Health Awareness**, Digital Imaging, How to build Clients Self-Esteem, Northern Rock Management Training, Managing 3rd Sector Voluntary Organisations, Emergency First Aid, Effective Communications, Food Hygiene, How to Break the Cycle of Depression, Certificate in Professional Development - passed with Distinction (well done Chris)
- Trustees undertook a full induction including visits to all projects and services and a training session '**Voluntary but not Amateur**' looking at roles & responsibilities and boundaries
- A paid worker **development day** was held in February 04 looking at ways to improve communications between services
- Partnership working continues to be an important aspect of our organisation and key partnership over the last year included **Mind & the LMA Support Department**, R&C NSF Local Implementation Team for Mental Health, R&C Community Care Forum, **Community Legal Services Partnership**, Domestic Violence Forum, R&C Advice Forum, **R&C Mental Health Promotion Partnership**, Carer's Partnership
- We had **representation** on One Voice Tees Valley, R&C Citizen's Advice Bureau, ReSUMe (South Tees Service User Involvement Group), as well as high levels of involvement with National Mind through their Council of Management and the **National Institute for Clinical Excellence** in developing their depression guidelines
- **Active involvement in other forums** included R&C Community Resources Forum, R&C Community Network, Older Persons NSF Sub Group, Health Action Link, Carers Inclusion Group, Service User & Carer Interest Group (South Tees) and the National Institute for Mental Health in England (NIMHE)

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Brought to you by...

Executive Committee 2003/2004: Chair - John Gates Vice Chair - Keith Maenami Treasurer - Dennis Kiff
Secretary - Ted Foster Membership Secretary - Maureen Gibson Service User Reps (Redcar) - Lynda Bashford
Mary Goodman Steve Mason Mark Rookes Unpaid Worker Reps (Redcar) - Shirley Hart Pat Robson Ann
Weatherley Service User Rep (East Cleveland) - Janette Readman Unpaid Worker Rep (East Cleveland) - Janet
Briggs R&CBC Elected Member - Councillor Peter Todd R&C Citizen's Advice Bureau - Sonia Glen *Advisors* -
Dr Marion Michie (Mental Health) Dr Bill O'Flanagan (Primary Care) David Askew (Legal) *Auditors* - S V Bye
Complaints Officers - Sue Reeves & Wally Southall

Paid & Unpaid Workers: Brenda Addison Chris Ainsley Janet Briggs Diane Broderick BJ Brooks Gary Brown
Trina Croll Jean Devasagayam Jane Evans Terry Fahey Paul Foster Maureen Gibson Ron Gibson Mary Goodman
Caroline Grainger Louise Harris Shirley Hart Irene McMahon Jackie Madrell Keith Maenami Annette Murphy
Nick Murray Bev Owen Pat Robson Clare Smith Sharon Street Lesley Taylor Donna Tierney Sam Waites Peter
Ward Ann Weatherley

Consultancies & Regular Sessional Workers: Angel Bub Bacon Julie Beckham Lynne Cassidy Wendy Gray Gwen
Humble Simon Mckeown David Mee Sian Megginson Keith Peacock Caroline Robertson Pauline Rose Trish
Simpson James Spencer Cathy Sprague

Students: Bridget Hugget & Jacqui Rawling (DipSW - University of Teesside)