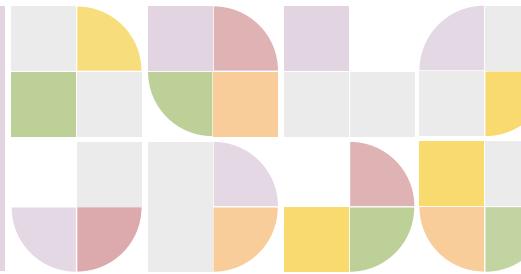




Cardiff & Vale Action for Mental Health

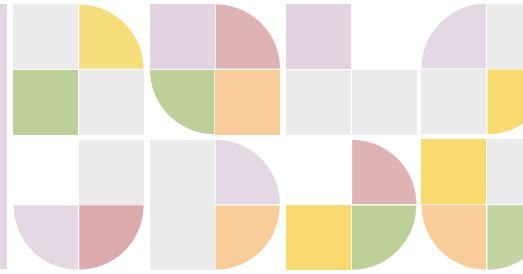
Annual Report 2018-19

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Our Vision



Our Vision

Mental health services are person-centred, recovery focused, reflective of local cultures, sustainable and work in partnership together to be truly responsive to the people who need them

Our Mission

To promote and facilitate service user, carer and third sector involvement in shaping mental health services in Cardiff and the Vale of Glamorgan so that they are co-produced with the people who use them

Principles

We believe in a person-centred approach to involvement, as reflected in combined Recovery and Co-Production Principles and in the Cardiff and Vale Charter for Mental Health. We have distilled our values as follows:

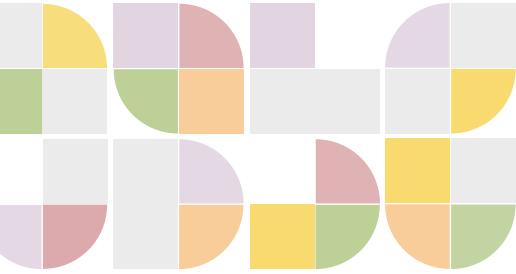
Person-centredness; Inclusion; Equality; Empowerment; Hope and Positivity; Independence; Collaboration

Strategic Aims

- Continue to build on our strengths to deliver against our service pillars (Voice, Information and Training, Development and Wellbeing) for the benefit of our constituency groups
- Introduce innovation in service user and carer involvement
- Build an effective sustainable organisation, with stakeholder involvement
- Fund the mission

Website: www.cavamh.org.uk

Reflections on the Year



Mental Health Forum

Cavamh supports third sector groups with an interest in mental health through Cardiff and Vale Mental Health Forum, providing services in relation to development and consultancy, joint working, information, training, policy development & consultation, influencing change through mental health promotion/prevention, service user and carer involvement

Action for the year is decided with the Forum, reviewing performance and prioritise key actions for the forthcoming year.

What did we do in 2018/19?

Building an effective third sector voice through the co-ordination of networks

With 100 third sector groups & 8 statutory sector observer members, the **Cardiff and Vale Mental Health Forum (MHF)** forms the overarching network for groups with an interest in mental health, sharing information & good practice, debating new ideas and developments, implementing action, and collating the sector's voice through monthly meetings and workshops.

We have shared information with 400+ individual members, made contact with 30 new members & projects, and brought groups together to build partnerships and progress services through 35 meetings & events.

Mental Health Forum special interest groups, such as the BME Group, Counselling Services Group Group, Vale members Group and Join the Dots, have convened over the year to share good practice, promote the scope and value of third sector services and take action to improve access and service delivery.

Has it made a difference?

'The chance to share info, updates and network enables us to provide better services'

'Good practice in referring and signposting - we can do this by getting to know the different members of the Forum'

'Speed networking and 'meet the sector' events have been very helpful, - this enables joint, smooth transition across services, treatment of the whole person which is also tailored - a team around the individual'

'Most helpful was networking with other partners...links to the BME community....this is a good forum which comes together to be proactive and reach communities.'

Information

Regular fortnightly e-bulletins and info updates are shared with the Forum, and targeted information is sent to 10 additional groupings, according to the interests & wishes

of MHF members. 50 targeted mailings have been circulated to members this year, alongside tweets and information available on our website and in our Mental Health Services Directory.

Does it make a difference?

'if we provide a direct service we need to keep the knowledge current & refer in the right direction'

'the updates on statutory services are useful'

'All information is relevant....talking about what's happening'

'The meetings and ebulletins have a very useful function. It's quite difficult to attend all meetings so the e-bulletin is good'

'found it really positive and uplifting to find out all the activities and initiatives in the community for older people with Dementia'

Ensuring a Voice in the development and delivery of services,- Building collaboration and joint working

We have supported reps & contributed to 13 joint planning & task and finish groups; working in partnership with Cardiff and Vale Health Board in relation to reviews, transformation initiatives & proposals including people with dementia, repatriation of CAMHs, changes to adult CMHTs and in the development of pilot services in primary care. Last but not least, we have facilitated the involvement of service users and carers & the third sector in the co-ordination of the Cardiff and Vale Mental Health Partnership Board.

We have co-ordinated 25 meetings over the year; including for example joint working groups around mental health and housing, Recovery; and liaising with primary care through a range of GP prescribing initiatives

This year cavamh has also co-ordinated the My Say Project-facilitating feedback from people with lived experience by people with lived experience within the CMHTs, resulting in the production of the My Say Feedback Report.

Ensuring a voice in the development of policy - Cavamh has facilitated the Forum response to a range of consultations (6) including for example proposals for the Dementia Team around the Individual & in relation to changes within CMHTs; and contributed through Forum representation to local policy development and implementation.

Promoting MHF organisations and services - through 8 events and displays over the year, presentations and reports.

Sharing Good Practice - We have liaised with the Wales Co-production Network this year, contributing to events to share good practice, and promoted recovery practice through

the Mental Health Forum, - speakers, e-bulletins, workshops and surveys.

Service User and Carer Involvement & co-production – features highly as a key principle for the Forum & cavamh, identifying organisational involvement champions in liaison with Sefyll, and through partnership with organisations working with young people and young people themselves through Join the Dots.

Working jointly with Sefyll, Nexus and Join the Dots, we have supported service users and carers to lead the quarterly debates within the Mental Health Partnership Board, (MHPB), , alongside third sector and a range of stakeholders, and co-ordinating the response from these sectors. Topics this year have included the impact of cognitive impairment & the new Primary Care

Liaison Initiative, Suicide and Self harm, Substance Misuse and Mental Health, Physical Health & Mental Health, Trans/LGBTQ and Mental Health

'Cavamh is well focussed on involving stakeholders, service users and carers in their work and in development of services.'

Funding and Development: We have supported twelve third sector groups and initiatives, providing general funding information via the MHF and members in relation local commissioning, strategic planning & mental health. We have been pleased to manage the Dementia Friendly Communities Small Grants Fund & facilitate the Grants Panel on behalf of the Cardiff and Vale Integrated Health and Social Care Partnership, enabling 11 new short term community activities space to start up, grow and develop.

Has it made a difference?

'Being given tailored information plus the value of making links through networking has led to new services.'

Training

We have co-ordinated a small training programme this year – 5 courses attended by 25 Forum members- and circulated information about other local

training. To support joint working training is also offered to statutory partners, and other training info, including free training and training in relation to suicide and self harm, is circulated.

Some comments...

Would you make changes to practice? Yes- 95%.....Very informative, fun and well delivered

Does it make a difference? 'Joint cheap training- is important as funds are scarce for training ... joint training can help us get to know others, make operational links plus get to know the statutory sector and how it works- working better together'

Mental Health Promotion and Awareness

In liaison with the Forum we have held 6 awareness events including the development of an interactive Mental Health Awareness workshop collectively with members of the

MHF BME group, including Diverse Cymru, the Alzheimers Society, Cardiff YMCA, and the Mentor Ring, which was delivered to 40 people at the Minority Ethnic Communities Health Fair, and with a stall that reached hundreds of people.

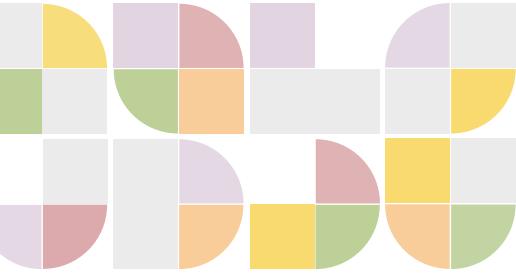
Has it made a difference?

'Understanding of MH - stigma and awareness, prevention - MHF does this... can we do some more next year'

'All the MHF specific initiatives around mental health awareness days are good'

Thank you

Last but not least we want to thank the Forum Chair and all those members who contributed to the work of the Forum over the year- it is very much appreciated! The Forum and the voice of the sector would not exist without you.



Sefyll

Sefyll aims to:

“Create positive change in mental health services by involving and utilising the expertise of the people who use them”

Sefyll’s work between April 2018 –March 2019.

This year Sefyll has endeavoured to build on the co-production and engagement ethos established for a number of years to build a foundation for better and more integrated Service User and Carer involvement at the heart of Mental Health Services in Cardiff and the Vale.

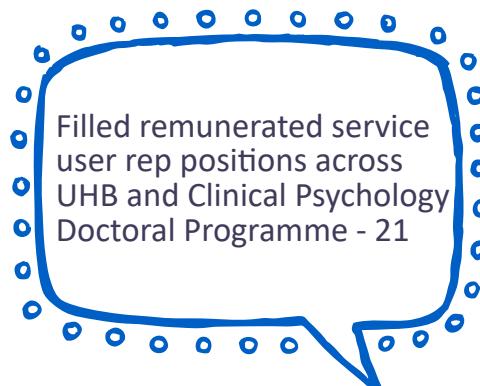
We accept that there is not always straightforward progress; constant effort is required to maintain the level of involvement and engagement already achieved; let alone build momentum for the future.

Without our dedicated, hard working Service User Reps, Sefyll would a shadow of itself.

At all levels of University Health Board Planning and Development we have Service User Representatives sitting on planning bodies, providing insights from lived experience, chairing partnership meetings, delivering presentations, leading workshops and undertaking research.

Cardiff University Clinical Psychology Doctoral Programme, both Service Users and Carers play a key role in the recruitment, support and education of Trainee Clinical Psychologists.

We have a dedicated Team of Service users on Recruitment Panels; appointing mental health staff within the Health Board and Local Authority.



Filled remunerated service user rep positions across UHB and Clinical Psychology Doctoral Programme - 21



10 RECRUITMENT
INTERVIEWS HELD
22 SERVICE USERS IN
RECRUITMENT



Recovery Steering Group
Working to help the development of the Recovery College



For us the highlights have been.

Service User Engagement Group Meetings. Reps coming together, in a supportive setting and sharing experiences.

Champions Meetings; informal get togethers of users of services, feedback and support.

Rural Vale; Creating Havoc, delivered with Nexus and co-produced with trainers with lived experience; creative activities for users of services and carers. Partnership with Creative Rural Communities to promote wellbeing and involvement.

My Say Project; utilising peer researchers; undertaking research at Community Health Teams and Inpatient settings; commissioned by the UHB.

Providing input and feedback for the Vale Community Mental Health transformation agenda through the 'My Say' project and specific Champions Meetings.

Recovery Steering Group; preparing the ground for the forthcoming Recovery College.

Delivering 'Standing Up, Speaking Out' Courses jointly with Nexus; supporting new members interested in involvement.



Next Steps.

Towards the end of the year it was clear that The University Health Board were wanting to deepen its commitment to involvement and engagement at all levels of its activities. The indications are that the future prospects for involvement and engagement are positive. Sefyll looks forward to being at the heart of new developments.

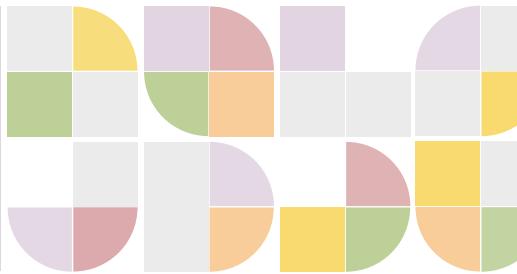
Sefyll firmly believes that genuine involvement and engagement is a prerequisite for positive improvements in mental health services.

Mike McCandless; Sefyll

Tracy Purnell; Sefyll



Nexus



A cross party parliamentary report says that it is "time to recognise the powerful contribution the arts can make to health and wellbeing". The report concludes that the arts can help the health service save money, tackle long term conditions and support "longer lives better lived".

Nexus, the Older Persons Mental Health section of Cardiff and Vale Action for Mental Health have been running art and craft sessions for older people for a number of years. They are able to see at directly how much participation in painting, for example, helps people with dementia realise some degree of achievement, of exercising a skill not used for a long time, or a skill that they thought that did not have.

Currently Helen and Matthew are running classes in Rondel House in Barry, Solace also in Barry, Murchfield Community Centre in Dinas Powys, and Woody's Lodge, a facility

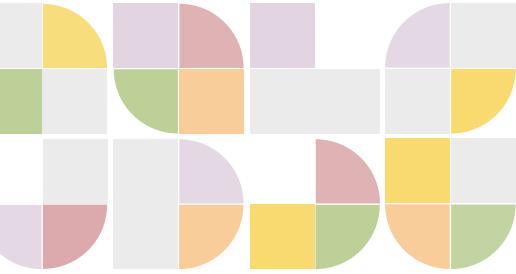
for Armed Forces veterans in Amelia Trust Farm. Some of the work produced is outstanding and much of it, properly framed and presented would not look out of place in a modern art gallery (which is where some of them are, in Penarth Pier Pavilion, until 13th December.) However, great benefit is derived from people being able to get together for a chat over a cup of tea and biscuits. It is this which helps people to overcome a sense of isolation and loneliness that is quite beneficial.

There is Nexus representation at the Forget Me Not Chorus, both in Thornhill and Penarth. Support offered here is in information and occasionally the following up of problems that people have with the services they need.

Other areas of activity are support of third sector organisations, notably the large meeting in Maindy Barracks in April this year where twelve new and existing organisations had an opportunity to present their services to an audience of 45 older people and veterans. This meeting was attended by Stephen Doughty MP and Charles Jancewski, Acting Chair of the University Health Board.

Nexus continues to support carers and service users in attending various meetings with the UHB and Local Authorities, most notably the MHPB, MHSOP, Dementia Delivery Group and the Recovery College. The Kymin Group, working in association with the Memory Team at the UHL, is reformed and carers enjoy continual involvement with the Clinical Psychology Trainees.

A new version of Directions, the guide to mental health services for older people, was published during the year. This publication continues to be a very practical source of support and information for those who use older persons mental health services and is available without charge from Nexus.

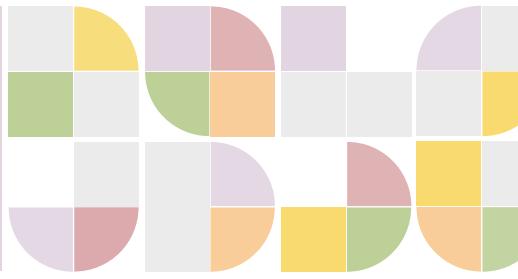


Pave the Way

Cavamh is the lead partner in the Big Lottery funded Pave the Way Project with GVS and VCS. This was the final year of this innovative volunteering project, which helped to remove the barriers to volunteering for people with lived experience of mental health, aiming to enable more people to gain confidence and skills through volunteering. Pave the Way overall, through its partners, succeeded in introducing 134 people, often with severe mental health needs, to volunteering, increasing 131 people's confidence and self-esteem, 33 progressing to education, training or employment. We developed 16 volunteering pathways; supported and trained 22 Volunteer Involving organisations and 15 buddies; produced an on line legacy toolkit and co-ordinated, managed and marketed the project, involving people in its management and delivery.

In this final year Pave the Way, in partnership with people with mental health lived experience, developed and delivered out mental health awareness training tailored to 22 volunteer involving organisations. We have developed an on line toolkit for organisations who may have volunteers with mental health needs. This is simple to use and has useful information, tips, downloadable resources and other useful materials. We hope that the toolkit will be a practical and easy to use resource for anyone working with volunteers who may have mental health needs to help them better manage and support their needs. It can be found at www.cavamh.org.uk/pave-the-way

Join the Dots



Join the Dots has been super busy this year and we've gotten involved in so many things!

We continue to work with young people who are very enthusiastic about being involved in the development and improvement of services. We've made new links, well friends really, with more young people who have brought so much to the project from sharing their experiences to helping us at CAVAMH become more tech savvy and more besides.

We continue to maintain strong links with numerous projects around the Cardiff and Vale area and we are constantly networking to keep in the loop. We've also helped lots of other agencies create fabulous working relationships by sharing information and signposting.

We have been involved in the CAMHS repatriation project and continue to work with the Children and Young Persons Engagement Steering Group. We also regularly attend Suicide and Self Harm Steering Group meetings to make sure that young people have a voice in the planning of services.

We've been out and about at various events; we've also held our own networking events in Cardiff and are looking for suitable opportunities in the Vale.

We make sure we have young people in attendance or preparing input in advance for our Mental Health Partnership Board Meetings.

'On a personal note, I am doing my best to attend as many conferences and training courses as possible so I can meet as many people as possible that are involved in creating a better future for our young people. It is always wonderful to know that so many people are working so hard to create a safe and happy future.' Christina Witney, Join the Dots Worker.



Admin report



Finance

Finance throughout the year involved regular meetings with Linda to check over finances and produce quarterly reports for management committee and liaising with other staff [Nexus, Sefyll, Pave the Way, Join the Dots and MySay]

Practical running of office including:-

Health and Safety - PAT tests on equipment, checking and maintenance of fire equipment, etc. General Maintenance of property: dealing with any problems that arise, liaising with landlord over maintenance issues etc.

Information

We produced and circulated mailings and e-bulletins to Mental Health Forum members, followed up by twitter and on our website. We continued to promote the Dewis website.

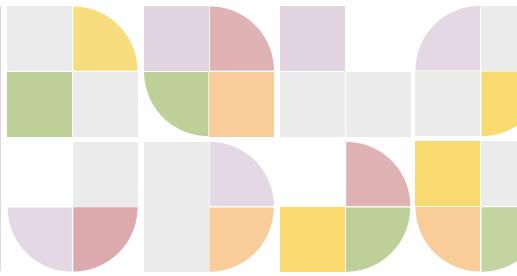
The new version of the Directions directory and handbook with Welsh and English versions was launched on 27th June 2018. The launch took the form of a drop in, where people were invited to turn up at any time throughout the day for tea/coffee cake and a chat to 84 Glebe St , where they could pick up copies of the Directory.

Through the Health in Wales Business Centre at Mamhilad copies in both Welsh and English were sent out to all GP surgeries in Cardiff & the Vale of Glamorgan, and we undertook further distribution in response to emails/calls from surgeries and pharmacies as a follow-up.

..and we must say here a bit Thank you! to Julia Greenhal, who meticulously helped to organise the distribution of Directions, and also made a valuable contribution as a Welsh speaker.

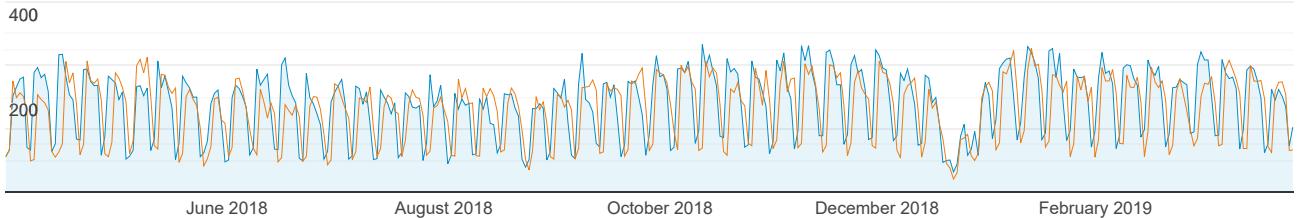


Website and Social Media



Website Statistics

Apr 1, 2018 - Mar 31, 2019: ● Users
Apr 1, 2017 - Mar 31, 2018: ● Users



Users
5.63%
53,782 vs 50,915

New Users
7.86%
53,654 vs 49,745

Sessions
6.83%
73,043 vs 68,371

Number of Sessions per User
1.14%
1.36 vs 1.34

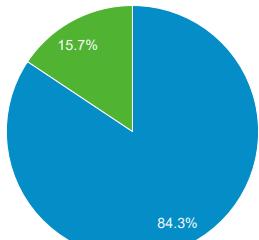
Pageviews
-0.55%
148,915 vs 149,746

Pages / Session
-6.92%
2.04 vs 2.19

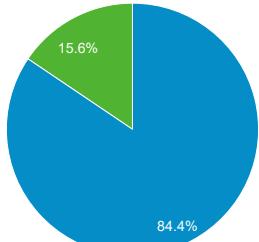
Avg. Session Duration
-7.30%
00:01:21 vs 00:01:27

Bounce Rate
2.50%
71.48% vs 69.74%

■ New Visitor ■ Returning Visitor
Apr 1, 2018 - Mar 31, 2019

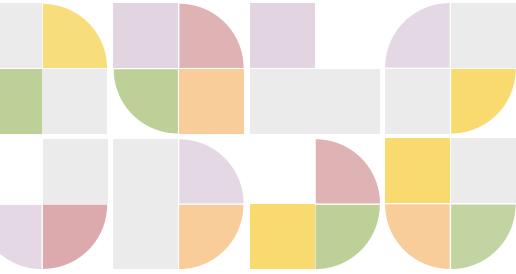


Apr 1, 2017 - Mar 31, 2018



Twitter

In 2018 we started to increase our use of Twitter. Helped by the launch of Directions (and photos of the lovely dogs Hector and Cwtch) our tweets had a combined total of approx 83,000 impressions and we gained 126 new followers.



Chairs Report

This has been another busy and productive year for cavamh, working in partnership with all our stakeholders and with our core members across Cardiff and the Vale of Glamorgan, which are:

- Third sector groups with an interest in mental health- through the Mental Health Forum
- People using mental health services- through Sefyll
- People using mental health services for older people and their carers – through Nexus
- Young people and groups supporting young people aged 11-25 through Join the Dots

We continue to operate from our office base at 84 Glebe St, Penarth, Vale of Glamorgan.

We have continued to develop our service, building service user and carer involvement in the development and delivery of mental health services and support to agencies with an interest in mental health, obtaining additional charitable funding to carry out the work.

Projects New and Old

Pave the Way, the 2 year Big Lottery Fund Project supporting People with mental health issues into volunteering and volunteering involving organisations, came to a close in this financial year. Managed in partnership with GVS and VCS it supported an impressive number of people with mental health needs into volunteering opportunities and rolled out training to volunteer involving organisations.

Apart from this there were a host of additional small engagement activities funded from various sources. For example

Nexus – Creating Havoc- facilitated by Nexus and Sefyll, supporting creative engagement in the Western Vale through activities delivered by people with lived experience to people with lived experience and dementia,

Sefyll – ran additional training courses for people to gain confidence to have a voice, and to live well with mental Ill health run again by people with lived Experience including Recovery Perspectives and funded by the HAU Small Grants Fund.

Through the My Say Project – funded by Cardiff and Vale UHB, we employed Jacqueline Campbell to undertake a survey of people attending adult CMHTs with the support of peer surveyors, with hard surveys and focus groups. Thanks to Jacqui and the peer surveyors for undertaking the work and producing an insightful report for the UHB. Helen Joy completed surveys and a valuable analysis of **inpatient surveys** on the older people's mental health wards.

Join the Dots – expanded this year - We were pleased to receive funding from Zurich International to employ a (very) part time young persons' involvement

worker, starting summer 2018, Christina Witney who has developed activities in partnership with young people and with the support of groups supporting young people, to enable them to have a stronger clearer voice.

Cavamh has continued to develop and review organisational policies and procedures and reviewed its service in relation to PQASSO (the Charities Evaluation Services' quality assurance for the voluntary/community sector).

Staff Changes

We said goodbye to Andrew Jones and Siwan Darling this year, who left us in the new year, with the ending of the Pave the Way project. We wish them all the best in the future.

As mentioned, Christina Witney started work as the Young People's Involvement Officer (part time) in July 2018- with Join the Dots- welcome to Christina!

As mentioned, Jacqueline Campbell joined us for 4 months to undertake the My Say Research Project.

Finally thank you to all the staff who have worked so hard over the year.

The Future

Our aim is to improve and develop all our services with the third sector groups with an interest in mental health, people in contact with mental health services and carers in Cardiff and the Vale of Glamorgan, – to build better services based on recovery and the empowerment of the people who use them.

We will respond to the changing external environment to help build a stronger third sector that can support delivery of person centred recovery based services and to ensure that the voice of people in contact with services, families and friends, is strong.

We will continue to ensure that the voices and views of our stakeholders shape our vision, aims and delivery – working in partnership with service users, carers and colleagues cross mental health and in the community to improve services and opportunities for people with mental health needs.



Thanks

A big thank you- to all those with whom we have been in contact over the year for their contributions and support, and particularly to those who have given their time freely. Your support has been very much appreciated.

Thanks also to our funders, including:

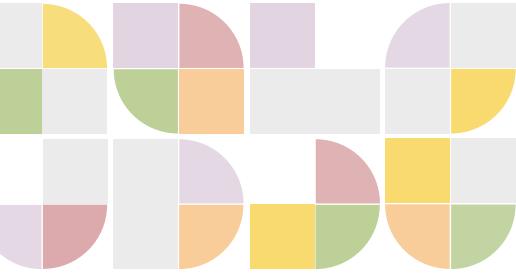
Cardiff Council

Vale of Glamorgan Council (Including Creative Rural Communities)

Cardiff and Vale University Health Board

Big Lottery Fund (People and Places)

Zurich International



Legal & Administrative Information

Officers

Chair: Jeremy Rees

Staff

Director: Linda Newton

Office Manager: Carol Cooke

Admin/Info Officer: Caroline Fellows



Service User Involvement Development Officer:
Mike McCandless

Service User Involvement Officer:
Tracy Purnell

My Say Feedback Project- Jacqui Campbell (October 2018- February 2019)



Older People's Mental Health Carer & User Involvement Development Officers:

Helen Joy

Matthew Salisbury

Join the Dots



Supporting Young People to have a voice
in Mental Health Services

Young People's Involvement Officer:
Christina Witney



Co-ordinator: Andrew Jones

Admin/Finance officer: Siwan Darling

Bankers: Unity Trust Bank, Birmingham

Independent Examiners: Haines Watt Accountants, Cardiff

Cardiff & Vale Action for Mental Health (cavamh)

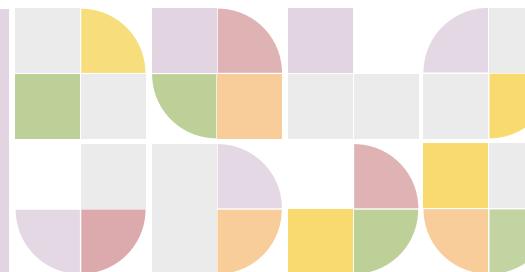
Registered Charity No. 1148312 / Company No. 8000094

84 Glebe Street, Penarth, CF64 1EF

Tel 029 2022 2000 Email: mail@cavamh.org.uk

Website: www.cavamh.org.uk

Trustees



1st April 2018 – 31st March 2019

Jeremy Rees, Chair

Eileen Wareham

Richard Bundy- resigned 19th June 2018

Susan Jones; re-appointed 5th December 2018

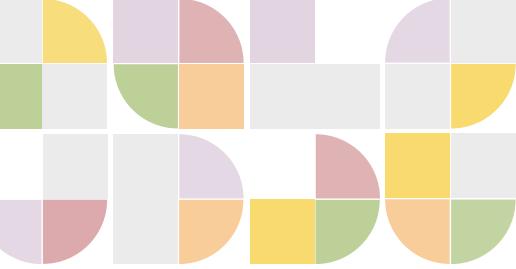
Shameem Nawaz

Deborah Twigg

Jan Bell; re-appointed 5th December 2018

Hazel Cryer, appointed 5th December 2018

Sarah Wills, appointed 5th December 2018



Abbreviated Accounts

Cardif and Vale Action for Mental Health (Charity Registered Number 1148312)

ABBREVIATED ACCOUNTS

For the Year Ended 31st March 2019

The following figures are taken from the full financial statements of Cardiff and Vale Action for Mental Health for the year ended 31st March 2019, approved by the Trustees for submission to the Charity Commission and the Registrar of Companies. The Independent Examiner, Tania Cregg, has confirmed that this summary is consistent with the full report and that no matter had arisen to which attention should be drawn to enable a proper understanding of the accounts to be reached. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full accounts, Independent Examiner's report on those accounts and the Trustees' annual report should be consulted; copies of these can be obtained from Cardiff and Vale Action for Mental Health, 84 Glebe Street, Penarth, CF64 1EF.

	2019 £	2018 £		
Fixed assets comprising furniture and equipment	-	-		
Debtors being what the charity is owed from:				
Fees, grants and expenditure in advance	10,741	44,379		
Cash, being monies held at the bank and in hand	161,455	151,422		
Total assets	172,196	195,801		
Less: What the charity owes				
Suppliers and Social Security	(3,864)	(8,924)		
Accruals and Deferred income	(32,518)	(12,176)		
	(36,382)	(21,100)		
Leaving what the charity owns	£135,814	£174,701		
How this is represented:				
By restricted funds	21,653	67,591		
By un-restricted funds	114,161	107,110		
	£135,814	£174,701		
Annual Operations: Where your money come from:				
	Unrestricted Funds	Restricted Funds	2019 Total	2018 Total
Core Activities	88,503	192,084	280,587	334,319
Investment Income	236	-	236	-
	88,739	192,084	280,823	334,319
Less: Expenditure relating to the provision of charitable services	63,440	256,270	319,710	288,143
Net (Outgoing)/Incoming Resources before	25,299	(64,186)	(38,887)	46,176
Transfers between funds	-	18,247	18,247	-
Net (outgoing)/incoming resources	7,052	(45,939)	(38,887)	46,176
Total funds brought forward	107,110	67,591	174,701	128,525
Total funds carried forward	£ 114,162	21,652	£ 135,814	£ 174,701

The financial statements were approved by the Trustees.