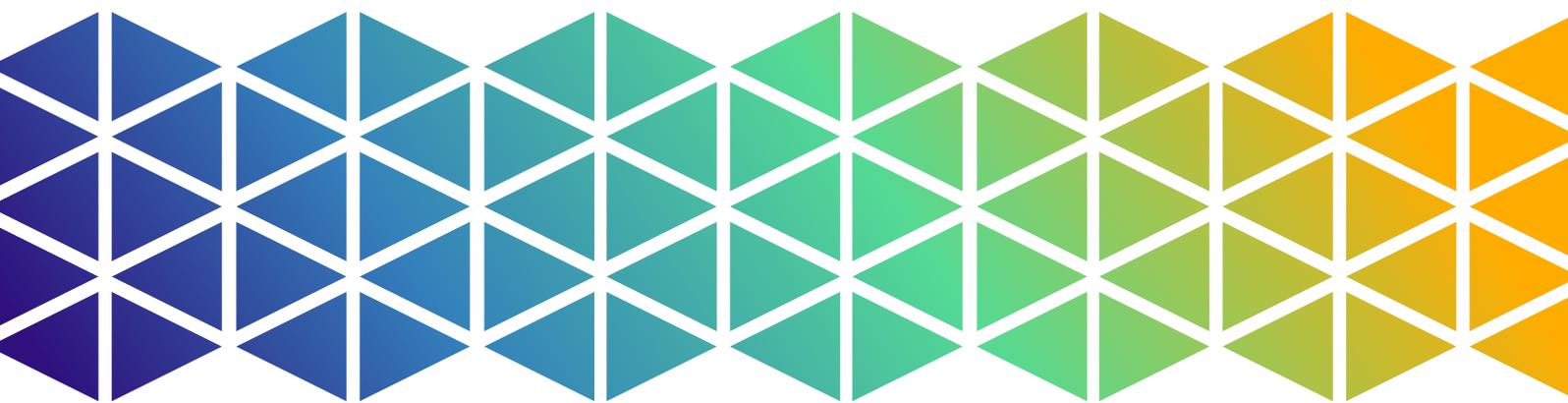


Cardiff & Vale Action for Mental Health Annual Report 2020-21





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Our vision

Involving People - Improving Mental Health Services

Mental health services are recovery focused, integrated and 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

Charitable Objects

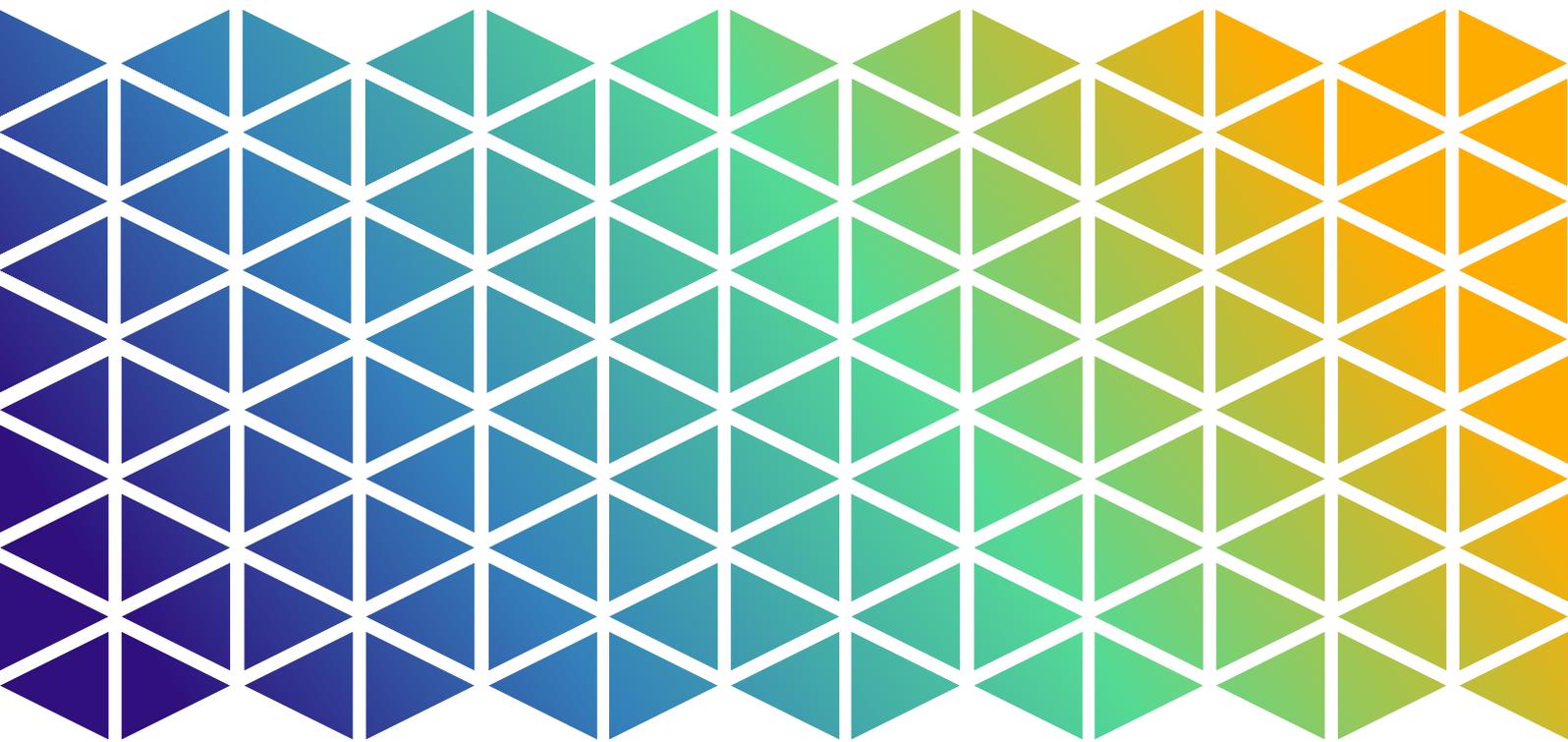
The charity's objects are to promote any charitable purposes for the benefit of those people experiencing mental health problems within the Locale and assisting the work of voluntary organisations, mental health service users and carers acting in the mental health sector.

Strategic Aims

The charity has 4 strategic aims. These are:

1. To build on our strengths to deliver against our core service. (Voice, Information & Training, Development and Wellbeing) for the benefit of our constituency groups.
2. Introduce innovation in service user and carer involvement.
3. Build an effective sustainable organisation, with stakeholder involvement.
4. Fund the Mission.

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, including development, joint working, information, training, policy development & consultation, mental health awareness, service user and carer involvement. The Forum reviews performance and prioritises actions for the forthcoming year.

2020/2021- An exceptional year for us all

As for all, this was an exceptional year, with the covid impact leading to emergency responses, agencies and individuals pulling together to respond to new needs, new forms of communication and the development of new initiatives and practice. This affected cavamh as much as our members.

Building an effective third sector voice

With over 100 third sector groups & 8 statutory sector observer members, the Cardiff and Vale Mental Health Forum (MHF) forms the overarching local network for groups with an interest in mental health, with a remit to share information & good practice, debate new ideas and developments, action new initiatives, and ensure a platform for the sector's voice through meetings, events, interest groups, workshops, social media.

The lockdown, whilst on the one hand physically isolating, also transformed this work, creating spaces for agencies and staff to connect and develop in new ways for the benefit of the people using the services.

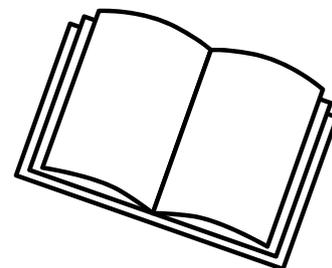
Networks, interest groups, and then multi-stakeholder events, quickly transformed to an on line format, allowing speedy info share, frequent dialogue, a rapid rise in new connections, new members new mutual support mechanisms, increased mapping, co-ordination and new service development.

Information

Distributing up to date information in a rapidly changing service environment has

stood out as the cornerstone of shared, joined up services for agencies and the people they support.

- MHF news bulletins – twice weekly over the first few months of lockdown, settled down to weekly and then fortnightly format over the year building connections between mental health services, signposting and community activity.
- Local MHF covid services summary info sheet, updated weekly - In tandem we researched and established the MHF covid services summary, an up to the moment list of local Mental health & wellbeing services and activities, distributed and available on the cavamh website.
- Twitter feeds, twice daily initially, built up on line connections as our mental health and wellbeing information was shared, building up a personal response.
- Website
- Regular news feeds and updates
- New and refreshed website under development
- Zoom- On line Socials such a 'Tea and Cake' – enabling third sector groups to share info about services and activities in an informal interactive way with people with lived experience



Also during this time we:

- Researched and developed the out of hours and emergency crisis services leaflet

within MH third sector for CMHTs

- Reviewed the Access to Help in a Crisis leaflet
- Updated the themed services leaflets for young people and counselling services.
- Reached out to potential new contacts through the new covid mutual aid groups set up during the first lockdown.
- Currently we are updating the main MH Services Directory and Nexus Directions Handbook in line with the development of our new website

Difference Made?

'Many thanks for that and also this wonderful digest of interesting and useful stuff! ... 'such good info & updates,- my word you didn't miss a beat.'

'The updates are fab as usual and really keeps me connected to what is going on in the community.'

Counselling Services leaflet.. 'this is very helpful!'

Members

140 are subscribed to our MHF mailing list with 265 contacts, and with an additional 315 interest group members. Whilst the main Forum membership in terms of overall numbers has remained constant, within this 21 new members have joined, 28 new contacts were made, whilst others have left and moved on. Over 100 voluntary sector agencies are members of the Forum.



Mental Health Forum mailings

Over this period 84 mailings were circulated to MHF members, with 68 additional focused and themed mailings to MHF interest groups- including counselling services, BME groups, carers, older people, Join the Dots young people.

MHF Training Programme

This year, we co-ordinated a programme of 11 training courses for the Mental Health Forum, in response to needs, - adapted to

deliver on line. We were fortunate in applying for and obtaining funding for a suite of training from the Regional Suicide and Self Harm Board and separately in partnership with Self Injury Support (SIS) and the Big Lottery. Along with the training delivered by ourselves and Diverse Cymru, this meant that we could deliver a free programme this year.

In total 57 people attended the 11 courses running over the year. This compares to 35 participants to 7 courses in 2019/20

Alongside this we were able to advertise other training opportunities via our e-bulletins and website.

Difference Made?

Suicide and Self Harm

'I would feel much more confident in how to recognise the signs of someone contemplating suicide and more confident in how to approach the subject with them and discuss those feelings'.....

'A much better awareness of suicide and what to do and how to access the levels of risk and what to do to help'....

'The suicide training, it was really good!..I may well look into doing the NVQ'....

'It was very informative and made me feel confident in dealing with suicide...Really enjoyed the lesson- lots of interaction and will recommend'...

'This should be given in schools, and community groups, so that we all have a clue what to do and look out for'.

'Brilliant training' ...'very informative course, tutor very knowledgeable, has really helped raise my awareness with self harm'.

Who Does What Where in Mental Health-cavamh

'The course was really thorough and provided me with a good understanding of WDW in C&V. I am now better placed to understand and advise service users on where to go for MH support'.....

'This training has given me more confidence when talking with service users about MH and routes to support'.....

'My awareness of various mental health agencies available has increased'.....

'It covered a lot of information both basic and specific details of services and infrastructure which was really beneficial to me'...

All participants said they would make changes to their practice and use the training in their future work.

Joint Working

This year we contributed to 67 local joint planning MH meetings, 6 national meetings and 19 other local joint working networks, supporting Forum reps.

This included supporting the co-ordination of the MH Partnership board on line, co-produced by people with lived experience, and including the Mental Health Forum and statutory sector. As is the experience of most, we have invested and adapted to holding meetings on line, making them as interactive as possible and learning as we go.

These covered

- Together for MH Revised Delivery Plan: Issues and Priorities for MHPB 2021
- Developments in Community Mental Health Services – Adults and Older people – and covid experiences
- MHCB Integrated Medium Term Plan- Priorities for Action
- Access to Help in a Mental Health Crisis- Unfortunately this large multi stakeholder event to help reach consensus and understanding, planned in partnership for April 2020, had to be cancelled because of the covid outbreak.

Local voluntary sector meetings

We have co-ordinated 40 Mental Health Forum & interest Group meetings over the year with an average of 48 additional interest group info mailings, bringing together experience and learning and good practice to



inform development and new partnerships.

Numbers attending and frequency have risen particularly during lockdown periods, as people needed to connect, share and develop services. These included the BAME Group, Join the Dots /MHF Young People and the Counselling Services Groups

Promoting the Sector- Working with Planners

We have co-ordinated at least 2 surveys with MHF members to establish covid impact, needs, responses and direction of travel; collating and presenting MHF reports that contributed to the C&V MHCB Recovery Plan and the Integrated Medium Term Plan (IMTP); the beginnings of an MHF Partnership Plan is in place as a tool to share issues and identified needs and in order to promote partnerships between members alongside info regarding charitable funding opportunities.

New Networks:

Mental Health Action Wales- MHAW.

In October we relaunched MHAW - Mental Health Action Wales - the national network of local mental health networks. We developed this jointly with WWAMH and Unllais, the 2 other Welsh local mental health development services across Wales.

This successfully linked with 44 local agencies across Wales in its first meeting to contribute to a broader picture of local mental health services around Wales- the needs, achievements, issues and priorities.

This will enable local agencies and local needs and issues to have a voice at a national level with Welsh Government and the National MH Forum, working in partnership with WAMH- the network of national mental health voluntary sector agencies.

We have contributed to 6 other local networks including Food Vale, Minority Ethnic Communities Health Fair Planning and workshop development, Advocacy Services Forum

We have liaised in the planning of events with Cardiff Libraries, Vale Safeguarding Partnership, HEIC/SCW national on line event.



40 Mental Health Forum & interest Group meetings on line to share info, good practice, identify unmet need & build partnership working

Development and Launch of new Network- Mental Health Action Wales- the overarching network of local mental health networks, in liaison with colleagues in North and West Wales

Difference made?

Counselling Services Group

'The real value of these meetings lies in sharing different perspectives, different takes- the opportunity to be reflective- at a time in lockdown when things are new for all of us. Definitely want to continue with these'.....

'The guidelines about on line counselling have been really helpful - just what we were looking for... thanks for sharing'..

'It's been really helpful coming along to this – so useful to get advice and hear about where my (homelessness) agency can access counselling services'

Join the Dots

'It's really valuable to be able to share needs, experiences, ideas during this covid time, and explore how we can respond most effectively. We need to keep connected'...

Responses to Policy Consultations:

This year we have facilitated 9 consultation meetings with third sector agencies young people and carers, enabling MHF contributions to consultations as follows:

- A&E- New access arrangements to A&E services with Medical Service Clinical Lead
- Crisis Services- 3 consultation meetings on

experience of crisis services with young people, adult carers and third sector groups as part of the NHS Delivery Unit national review of children and young people and adult crisis services.

- Suicide and Self Harm – 4 consultation meetings on the review of the Suicide and Self harm Strategic plan with Service Users, carers and third sector groups
- WAST- MHF consultation meeting on the Welsh Ambulance Service (WAST) review of mental health engagement

We also contributed to consultations by

- The Money and Pensions Service on Finance and Mental Health and debt
- Cardiff Council Housing/Homelessness Review;
- The Vale of Glamorgan Council review of covid services
- C&V Regional Board- Citizen Engagement
- UHB Shaping our Future Clinical Services

We have shared information regarding a large number of consultations including the Review of the Mental Health Act.

Sharing Good Practice/ Innovative Practice including in service user and carer involvement

This year we shared good practice, new initiatives and built the ground work for partnerships via themed MHF debates, including older people; young people, suicide/self harm.

We have supported service user/ carer / third sector to :

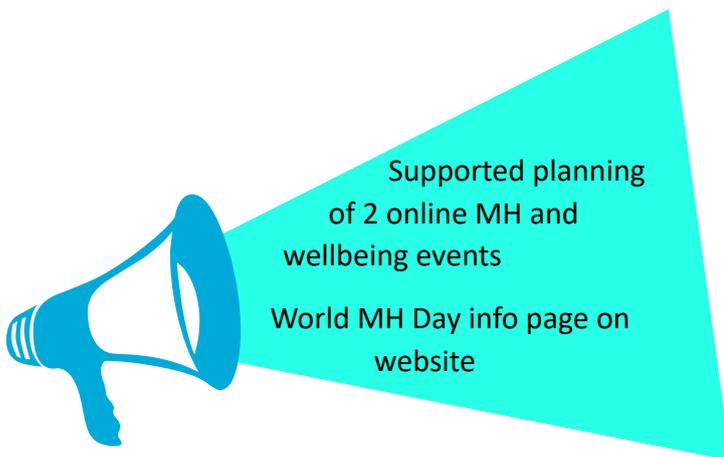
- Contribute to the Social Care/HEIW on line annual event;
- Contribute to the Recovery College development and launch
- Pulled together our responses to covid, the impact on our stakeholders and our new and adapted services as a result.
- Started to look at MH & Black Lives Matter issues

- Committed to co-ordinating in partnership a multi stakeholder Co-production Event

Development

We supported 12 groups in development this year; shared regular information about funding opportunities, liaised with members regarding the MHF Partnership Plan and promoted third sector initiatives generically to funders and commissioners. This year was also our third year co-ordinating the Dementia Friendly Communities Small Grants Fund, enabling local community groups to kickstart new initiatives.

Mental Health and Wellbeing Promotion/



We expanded our information to include more info on emotional and wellbeing services and activities via website, tweets, ebulletins and in community settings and contributed to the planning of two events:- the Central Library MH and Wellbeing event and the Minority Ethnic Health Fair successfully held on line

Thank you

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

We co-ordinated two presentations on the covid impact on mental health lived experience and third sector services to the Vale of Glamorgan Council Voluntary Sector Liaison Committee and to local authority staff during Safeguarding Week.

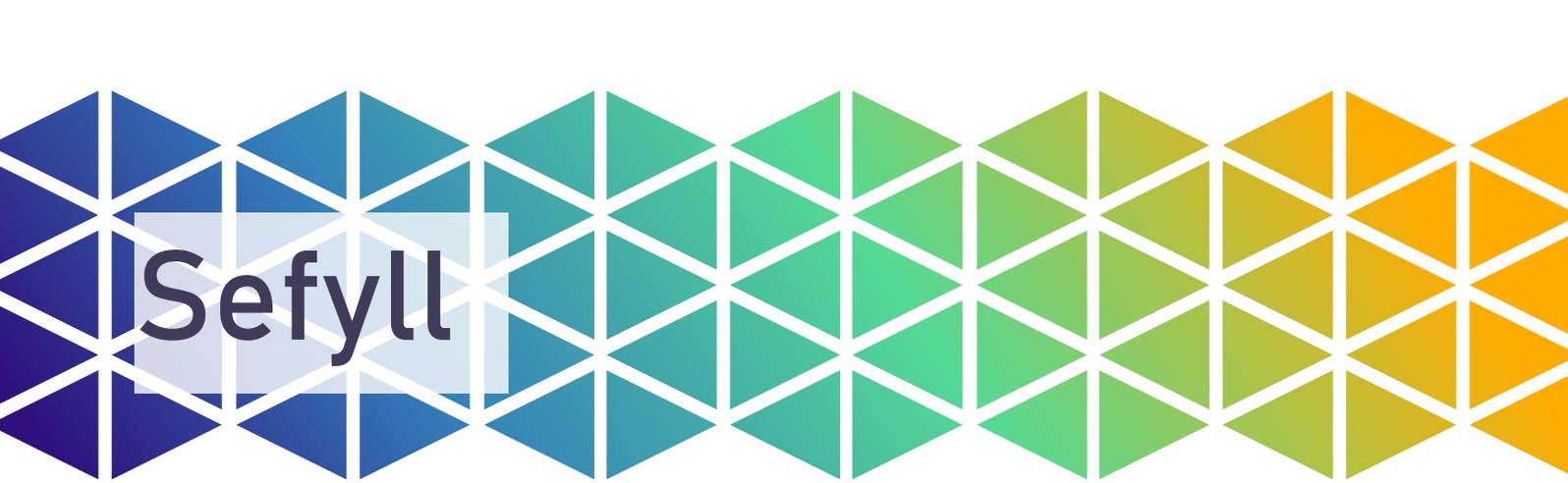
Prevention

We expanded our information to include more info on emotional and wellbeing services and activities via website, tweets, ebulletins and in community settings and contributed to the planning of two events:- the Central Library MH and Wellbeing event and the Minority Ethnic Health Fair successfully held on line

We co-ordinated two presentations on the covid impact on mental health lived experience and third sector services to the Vale of Glamorgan Council Voluntary Sector Liaison Committee and to local authority staff during C&V Safeguarding Week.

World Mental Health Day

In lieu of a cancelled public event due to lockdown, we promoted the day instead through a special feature on our website and an interactive social event on line, with Sefyll, Nexus and Join the Dots. We have continued this monthly as cavamh Tea and Cake, an interactive social with poetry, music, activities & links to community activities.



Sefyll

Sefyll aims to:

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

Sefyll Annual Report - Overview of Work 2020-21

An Unprecedented Year.

As the full implications of Covid 19's impact became clear Sefyll's agreed approach to dealing with the Pandemic which emerged in March 2020 was largely continued this year to enable the continuation of core activities online and respond to events as they unfolded while maximising support for members' mental health and wellbeing. This proved necessary as Lockdown measures and restrictions were applied for much of this Year.

Keeping in Touch with the Sefyll Membership

- Regular phone calls and text and email support was offered for members requiring support and contact during this period. This was particularly the case for those with challenges in relation to their mental health and wellbeing and has proved to be an important aspect of Sefyll's working practices post Covid. Regular phone and email contact was maintained by Sefyll staff with service users not online or not wishing to participate in online meetings to gather views and experiences.
- Newsletters went out electronically on a monthly basis, focussing on local and national Covid related information, support resources and Service User stories. Sefyll News merged with Nexus's Involvement News.
- An Online Forum for service users on the cavamh Website for info, participation, self help and support and sharing was established as response to Covid. It can also be utilised for the dissemination of information, consultation and the distribution of surveys.



COVID 19 REALITY

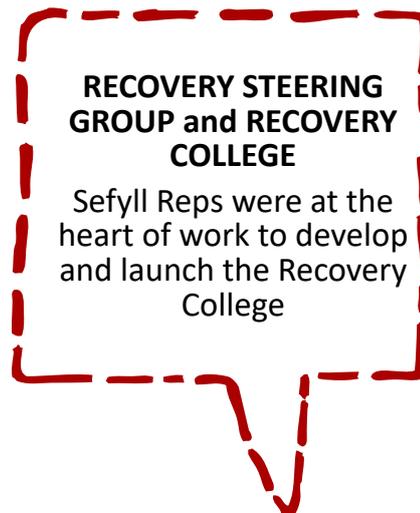
Successfully moved many activities online
Members supported to operate online



Sefyll News

Sefyll News merged with Nexus Newsletter
The Newsletter moved online (6 issues)

- Regular Twitter posts have been sent out and the new Facebook Page helped the social media profile and the development of the 'Cavamhinar' on the Website.
- Sefyll Members contributed to and attended cavamh's 'Tea and Cakes' social and activity sessions and have proved a very popular development.
- Support was made available to service users struggling with connecting online. Steps were taken to secure the resources to buy modern tablets for those without the necessary equipment.

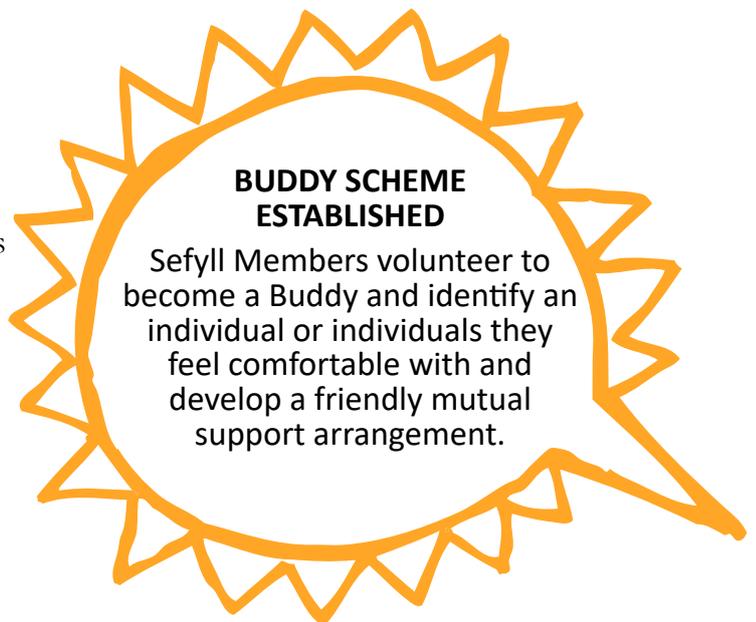


Buddy Scheme.

Given the additional challenges posed by Covid to mental health and wellbeing we began to think about a system of mutual support and friendship as a way of helping people cope better with the pressures of daily life. Following lengthy discussions with Service Users the 'Buddy Scheme', a system of mutual support for Reps and Peers, was developed, a Protocol written and launched in quarter 3; it is designed as a social support scheme in life situations as well as in the context of their Rep roles.

Discussions regarding confidentiality and consent to share information resulted in the delay of the launch while a consent form was produced, agreed upon and shared with the membership

Members volunteer to become a Buddy and identify an individual or individuals they feel comfortable with and develop a friendly mutual support arrangement.



Reps in Involvement

Routine UHB Planning Meetings were held during this quarter. A number of established Reps returned to activities often after a difficult time. In addition to our elected Reps retained we expanded our register of Reps and Members with an interest in online Involvement

Champions Meetings

This proved to be a challenging year for the Champions Project.

We continued to hold our regular monthly face to face meetings before the impact of the covid restrictions in the final part of the reporting period.



This year saw 3 champions including the Champions rep regularly attending the SUEG which supports the ethos of Champions supporting and encouraging people to become more involved at their own pace. Once the lockdown restrictions were imposed, like many we switched to holding meetings digitally, this was not without its challenges, and indeed some Champions prefer not to engage in this way so many discussions were held about expanding the way we can engage and involve people in other ways. Conversely we had some new champions join us online who had never attended any of the face to face groups. One of the ways we trialled was the setting up of an online forum for conversations to take place outside of meetings and which people could access at a time and place that suited them, the forum is still a work in progress which we hope will run alongside face to face meetings once we are able to resume them.

Champions
 9 Champions Meetings
 New Champions attended online
 14 organisational Champions
 3 Champions regularly attending SUEG meetings

Monthly Service User Engagement Group Meetings (SUEG)

Monthly Rep meetings went online with good attendance and there was positive feedback about the effectiveness of them despite being on Zoom.

Reps on UHB and other Planning Group Meetings

After an initial pause there was a steady increase in established Planning Groups resuming their activities online and were attended by SU Reps. Examples include the Mental Health Partnership Board, the Transformation Board, Recovery College, Suicide and Self Harm, Psychological Therapies and the Pucc Meetings in the University School of Psychology Doctorate Programme.

MENTAL HEALTH PARTNERSHIP BOARD
 Three Co-produced Stakeholder meetings
 Service user and Carer Led
 Developing local 'Together for Mental Health' priorities.

Reps also responded to requests from Public Health Wales for involvement in the formation the new Suicide and Self Harm Prevention Strategy with Reps attending all planning meetings and Workshops held in January and February.

Reps in Recruitment

Recruitment Involvement of service users on Recruitment Panels continued after an initial pause in the early weeks of the Pandemic.

Stakeholder Meetings

Regular meetings to look at the UHB Covid response and recovery strategy that were convened by cavamh in the first two Quarters in response to the Pandemic.

10 RECRUITMENT INTERVIEWS HELD
 20 SERVICE USERS IN RECRUITMENT

Made up of senior UHB staff, 3rd Sector, service users and Carers they took place online. The meetings were chaired by a Service User or Carer and there is a rota for SU participation.

These meetings were paused during quarter 3, and were reviewed later with a view to resuming in 2021/22.

My Say Project

The UHB commissioned two pieces of work that became operational during this year with cavamh employing two Peer Researchers to undertake the following projects.

Park Lodge Day Service Review; Peer Research - this was successfully completed with a Report due to be submitted to the Health Board in 2021/22.

Outpatients Research Project - begun this year with the work ongoing into 2021/22.

Observations

There were encouraging levels of involvement and numbers of individuals wanting to get involved despite the difficult circumstances.

A number of active service users who struggled due to poor health but endeavoured to return to duties.

New members and previously active members who signed up for activities continued to attend meetings this year.

Some individuals continued to like online meetings, preferring them to physical meetings, particularly if they struggle with social confidence issues and attending physical meetings, public transport or other impediments to attending; ie work and childcare commitments.

Some individuals continue to struggle with the technology of online meetings

Some individuals still don't have the kit or necessary wifi requirements to participate.

Some individuals report online meetings are a risk to their mental health.

The Future

We assume the continuation of the pandemic in many respects and will plan accordingly.

We will need to continue with online meetings but if, as we hope, lockdown eases we could think about socially distanced physical meetings with an online



STAKEHOLDER MEETINGS

Sefyll Members stepped up to participate in regular meetings with UHB Managers to discuss Mental Health Service delivery during the pandemic.



My Say, A Peer Led Research Project.

Two new initiatives launched; Park Lodge and Outpatients Project led by Researchers with lived experience.



185 Service users Supported
10 new members

capacity. This would allow for the continued involvement of those who wish to connect online as well as those who are more comfortable with attending physical meetings

Some changes that we have made might prove to be enduring, including

Delivering Meetings, Workshops and Training online as well as in traditional physical settings.

Utilising social media

Questioning the argument that the measure of effective involvement and co-production is purely the presence of 'bums on seats' at meetings, training, seminars and workshops. Measures of involvement should include levels of online participation, survey participation and engagement in Forums, Twitter and Facebook followings.

Enabling the technologically disenfranchised to achieve confidence in participation through practical support and the acquiring of resources and kit needs to be continued.

Tracy and Mike would like to thank all those who worked with Sefyll during this most difficult year despite the challenging circumstances and gave up time and invested energy and optimism in the idea that those with lived experience can make a real difference in improving services for the future.



Nexus

General Activities

Nexus has kept in touch with older carers and service users in mental health services throughout the pandemic as much as has been possible given the limitations imposed.

Nexus has attended zoom meetings with a number of organisations, for example the Forget Me Not Chorus which, very agreeably, has restarted live rehearsals allowing better contact with carers and Nexus has been key in grasping problems that they have and supporting them through personal contact and signposting.

Zoom meetings with the Mental Health Services for Older People department within the Cardiff and Vale UHB, indicated that there are a large number of changes in support organisations. As a result, Directions, the Guide to Older People's Mental Health Services was brought up to date. A provisional version is available in print and has been distributed to Solace, individuals and FMNC members.

Nexus' involvement in the development of the UHB Recovery College has encouraged older service users and carers to benefit from its courses and offer opportunities for their involvement in developing and delivering courses.

Joining forces with Sefyll has meant that Nexus has been able to co-deliver training courses such as Standing Up Speaking Out and broaden its reach through fun activities such as Tea and Cake online get-togethers, We acknowledge that loneliness is even more of a problem through the pandemic for many people and to that end, have delivered online opportunities for chat on key dates , including

Christmas Day and New Year's, which were well received.

We also note that the push to deliver services and combat isolation through the internet has not always been suitable for many older people and to that end, Nexus has done its best to keep on talking on the phone, over the fence and face to face whenever it has been possible.

The Mental Health Partnership Board has continued to be key to the development and planning of mental health services for older people with the opportunities to discuss carer and service user experiences with service providers. Service users and carers have also embraced interviewing, recruitment, consultation and representation opportunities online and in person; as well as in attending Dementia Champions, the Joint Operational Group, Mental Health Forum and other meetings.

We have developed a package of online resources including podcasts and improved social media connections and when possible, Matthew has continued his art classes .



Art from the art classes

Veterans' Support - Matthew's update

Zoom meetings have continued with the Armed Forces Forum and Veterans NHS WALES. Covid 19 again has restricted much of the scope for contact. However, face to face contact has been maintained with some veterans. Matthew has remarked that it has been saddening to reflect on the number of personal friends and acquaintances who have struggled with dementia and how many of these have died.

Art classes available to all in Woody's Lodge have continued every other Tuesday. These have been enlivened by a volunteer carer who has acted as a model, thus allowing the greater interest of life classes.

Attendance at the Reserve Forces and Cadets Association for Wales Annual Briefing indicated that there is a need to bring members up to date with changes in support available to veterans. Meetings of the Veterans' Mental Health Support Group, run by Nexus, has agreed that this need be recognised and measures to change information be made.

Thank you

And a huge thank you to all our carers and service users over the last year without whose input and good humour, often in trying personal circumstances, our efforts in improving mental health services for older people would be so much more difficult.



Art from the art classes

Marian, a carer who has spent the last 6 years as part of the Clinical Psychology, said: *'Not only did interviewing, mentoring and attending meetings improve my confidence and use my experiences as a carer, my increased knowledge of mental health has impacted every aspect of my relationships with the people around me.'*

'This understanding of the complex and personal nature of mental health issues and conditions has given my personal interactions an unexpected depth and compassion.'

We thank all of you for your time, generosity, spirit and passion and wish you all the best for the coming year.

Helen Joy and Matthew Salisbury

Join the Dots

With the arrival of the pandemic and lockdown, we were really unsure about what was going to happen this year!

Whilst it's been really challenging, it's been really impressive to see the response, particularly with the speed that the third sector adapted. Everyone has been so keen to make sure that the people they are supporting still had access to that support. Meetings became online events very quickly and various support groups were established soon afterwards.

At Join The Dots, we've really missed doing in-person events. Having a natter over a cup of tea and maybe a bit of crafting is our favourite way to work! However, we've been really fortunate to keep in touch with our young people by phone, zoom, social media and socially distanced walks in the park when we were allowed.

We really appreciate how quickly everyone adapted as it enabled us to carry on providing that valuable service user feedback to service planners and providers.

So, what were we involved in this year?

- The ongoing development of the Cardiff and Vale Recovery and Wellbeing College. It's been wonderful to witness the official launch of the college and provide ongoing feedback after talking to students and attending some of the courses ourselves.

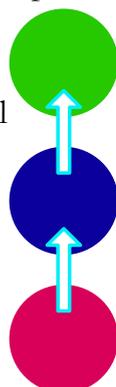
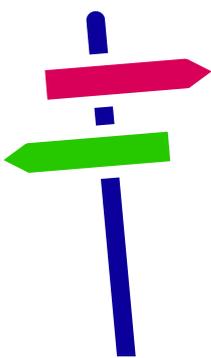
- Signposting. Requests for support and signposting came flooding in. Whilst service providers were facing challenges in how to deliver their services, we had the challenge of trying to keep up with what was happening, where and when! As well as being able to direct young people to support, we've also been able to keep different agencies in the loop

- We held several joint meetings with the Mental Health Forum across the year. These meetings were really useful to ensure that work was joined up across the services and to keep each other informed of the difficulties and fresh challenges that young people were facing. We did lots of problem solving during these meetings! It's been great to have so many creative

and caring people come together to overcome the new issues presented during the lockdowns.

- We've kept in touch with the managers at Hafan Y Coed, Llandough. A separate project at CAVAMH runs to help get feedback from patients based at the unit. Alongside this, we've been working to see how we can improve things for the younger patients based there. As we were unable to go into the unit due to the pandemic, we produced some surveys and left our contact details accessible to the people staying on the wards. We also followed up with some young people that had stayed on the unit previously. These conversations have helped to shape the direction that the health board are planning to take to provide more age appropriate services moving forwards.

- In July we spoke with the Emotional Wellbeing Service who said that they had seen a decrease in referrals at that time and that young people appeared to be getting more support from their parents.



- We've also been involved in Service User, Carer and Stakeholder meetings with Ian Wile where we've been able to ask lots of questions about how services were running during lockdown. It also provided us with an opportunity to feedback on what was working well and what wasn't. These meetings were so helpful in addressing issues that arise before the pandemic as well as during, and for talking through solutions moving forwards.



- As our service is for 11-25 year olds, we had to work on safeguarding challenges when it came to us working online. This was a great opportunity for us to take some training, research guidelines and have lots of conversations with other service providers to see what they were doing to keep people safe and to learn about any difficulties they were having. We also had some conversations with young people around the difficulties they were facing around use of communication technology and the impact that lockdowns were having on that. A lot of people

reported feeling frustrated by the amount of time they were spending on video calls, particularly those in education. This then led to them not really wanting to engage socially and then difficulties with feeling quite isolated.

- We remain engaged with the Suicide and Self Harm Prevention Steering Group for South Wales. It's so important to make sure that the work being done in this area is also influenced by the voices of young people.



- We've remained engaged with the team at CAMHS through their Emotional Wellbeing and Mental Health Engagement Group.



- We were invited to link with Public Health Wales to make sure the voices of young people were included in the next Cardiff and Vale Suicide and Self Harm Strategy.

These points are really just some of the highlights! We are constantly networking, engaging and doing our best to be a part of the solution.

None of this work would be possible without the funding we receive from the Zurich Community Trust. We want to say a HUGE thank you to everyone there and particularly Mark Fray who keeps us in the loop.

Admin Report

Office Manager/Finance Worker - Carol Cooke

World Mental Health Day 2020

Mental health for all



It's been a challenging year for all as we know, especially for front line workers [The NHS, and all those who have to go out to work and deal with the public every day] which we are not. Most of cavamh were working at home this year. The office in Penarth was deep cleaned, and made ready if any staff wished to work from there, Covid restrictions permitting. The phone system was adapted for use at home. Staff helped a number of service users and carers to go online, with equipment purchased from a grant received from Vale of Glamorgan Council. That has proved useful, and has been helpful for all in relation to home working.



There has been an increase in emails sent to our generic email address which I deal with on a daily basis, looking for information and help over this year. Most of these are from people who haven't known exactly where to go to for help and support...we have done our best to signpost on with as much up to date information as possible. This can involve talking to people on the phone to elicit further information which helps with their queries. Also, we now receive voicemails by email, dealt with mainly by me.



I've had regular meetings with Linda regarding finances, also our new Treasurer, Ken Barker, came on board in January 2021, a big welcome to him and a thank you!

Regular team meetings on Zoom have been held, and we have met up outside, weather permitting.



We are increasingly aware that we are relying more and more on online technology, but at the same time are aware that not everyone can or indeed wants to, use this method of communication. As mentioned above, we have helped people to adapt, but are aware it's important to include and keep in contact with those who are not online. I think we can say we've adapted to working from home reasonably well. We hope to be back in the office at some point. We have started looking at the feasibility of the office for the number of staff in cavamh, and at long term working should Covid still be causing problems in the future.

Another thank you is necessary – to Caroline Fellows, who has constantly supported me and other staff with various technological problems over this year, her patience is noteworthy.

COVID-19
Information
Updates
Wellbeing



Information & Admin Worker - Caroline Fellows

There were a lot of challenges this year with the switch to working from home, which meant needing to buy and set up equipment to facilitate this, as well as sourcing and setting up tablets for service users and carers.

A whole new section was set up on the website for updates on services from Mental Health Forum members and ideas and activities for improving wellbeing. Twitter was also used more regularly, and weekly Mental Health Forum updates were sent out on Mailchimp.



latest edition here

October saw the start of Tea & Cake, a Zoom meeting for chat, poetry, crafts, that anyone could drop into. Advertised in mailings and on Twitter, the informal events were successful.

2020 was also the start of the planning for our new website, which went live in September 2021.

Website

A lot of work was done on the website this year, with new pages created for Covid updates, including links to activities online and a regularly updated page for updates from a range of services in Cardiff and the Vale of Glamorgan.

There were also pages added for World Mental Health Day and for activities associated with the cavamh Tea & Cake online social events.



Pageviews 124,945	Unique Pageviews 99,396	Avg. Time on Page 00:01:18	Bounce Rate 71.40%	% Exit 49.86%
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Twitter

In 2020/21 our tweets had a combined total of approx 123,000 impressions and we gained 184 new followers.

Use of Twitter increased greatly this year as we used it to spread information from the Welsh Government and Public Health Wales on the pandemic, to promote our own activities and events such as Tea & Cake and to share links and ideas around wellbeing.



Chairs Report

Welcome to the Annual Report of Cardiff & Vale Action on Mental Health for the year 2020-21.

As the COVID pandemic continues to require us all to adjust, adapt and adjust again cavamh has focussed on highlighting its impact on the mental health of the communities we serve in Cardiff & the Vale of Glamorgan.

This report covers a time of unprecedented and fast-changing developments, but the work in partnership with our stakeholders and core members has carried on - in different, often virtual forms.

The core functions of our Charity have remained our support to: -

- 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

For the year covered in this Annual Report cavamh was based at offices in Penarth - although in practice most of the work was done by team members working from home; - over the phone, by email - and using Zoom. Since then, we have moved to Splott in Cardiff where we are now co-located with Oasis Cardiff at 33b Splott Road.

As you can read, we have adapted our service - re-thinking service user and carer involvement in the development and delivery of mental health services. We have also continued to develop and review organisational policies and procedures and reviewed its service.

Our overarching aim remains 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.
- to 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.
- to 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 across the mental health sector and in the community to improve services and opportunities for people with mental health needs.

On behalf of the board of Trustees I would like to express our gratitude to the cavamh team who have worked so hard, and in such challenging circumstances - Carol, Caroline, Helen, Tracy, Mike, Christina and Matthew - all of whom have all given extraordinary service; and, of course, to our Director, Linda Newton, who has put an incredible amount of additional time, effort and commitment into ensuring that cavamh has adapted to the demands of these most uncertain times.

Thanks 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.

Finally, thanks to our funders, including:

- Cardiff Council
- Vale of Glamorgan Council
- Cardiff and Vale University Health Board
- Zurich International
-

And also to our funders in response to the Covid 19 pandemic, including;

- Moondance
- Papyrus (Suicide and Self Harm Regional Partnership Fund, WG)
- ICF Small Grants Capital Fund
- VOG COVID grant
- Dementia Friendly Communities Small Grants Fund

Jeremy Rees,
Chair of Trustee Board

Legal & Administrative

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



**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

Welcome to Zobia Zaman as Diversity Involvement
Officer starting November 2021

Bankers: Unity Trust Bank, Nine Brindleyplace, 4 Oozells Square, Birmingham B1 2HB

Independent Examiners: Stephen Lucey, ICAEW, Haines Watts Wales LLP, 7 Neptune Court, Vanguard Way, Cardiff CF24 5PJ

Cardiff & Vale Action for Mental Health (cavamh)

Registered Charity No. 1148312 / Company No. 8000094

69b Splott Road, Cardiff CF24 2BW

Tel 029 2022 2000

Email: mail@cavamh.org.uk

Website: www.cavamh.org.uk



Trustees

1st April 2020 – 31st March 2021

Mrs S Jones

Ms E W Wareham

J G Rees

Ms D Twigg

Ms S Wills

Ms K Natarajan

D J Hall

Ms K Hyman (from 20/1/21)

K Barker (from 20/1/21)

Ms H Cryer (to 20/1/21)

Abbreviated Accounts

Cardif and Vale Action for Mental Health (Charity Registered Number 1148312)
ABBREVIATED ACCOUNTS
For the Year Ended 31st March 2021

The following figures are taken from the full financial statements of Cardiff and Vale Action for Mental Health for the year ended 31st March 2021, approved by the Trustees for submission to the Charity Commission and the Registrar of Companies. The Independent Examiner, Stephen Lucey, 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.

	2021 £	2020 £		
Fixed assets comprising furniture and equipment	3,816	427		
Debtors being what the charity is owed from:				
Fees, grants and expenditure in advance	9,935	16,806		
Cash, being monies held at the bank and in hand	169,596	133,239		
Total assets	183,347	150,472		
Less: What the charity owes				
Suppliers and Social Security	(2,180)	(2,598)		
Accruals and Deferred income	(3,564)	(8,275)		
	(5,744)	(10,873)		
Leaving what the charity owns	£177,603	£139,599		
How this is represented:				
By restricted funds	26,258	3,402		
By un-restricted funds	151,345	136,197		
	£177,603	£139,599		
Annual Operations: Where your money come from:				
	Unrestricted Funds	Restricted Funds	2021 Total	2020 Total
Core Activities	99,810	122,479	222,289	190,505
Investment Income	77	-	77	390
Donations and Legacies	948	-	948	-
	100,835	122,479	223,314	190,895
Less: Expenditure relating to the provision of charitable services	67,023	118,287	185,310	187,110
Net (Outgoing)/Incoming Resources before transfers	33,812	4,192	38,004	3,785
Transfers between funds	(18,664)	18,664	-	-
Net (outgoing)/incoming resources	15,148	22,856	38,004	3,785
Total funds brought forward	136,197	3,402	139,599	135,814
Total funds carried forward	£ 151,345	26,258	£ 177,603	£ 139,599

The financial statements were approved by the Trustees.