

Bristol



For better
mental health

Bristol Mind Business Plan 2007 – 2010

SUMMARY

Bristol Mind
35 Old Market St, Old Market, Bristol, BS2 0EZ
Tel: 0117 9800370
www.bristolmind.org.uk

Charity Reg. No: 1085171
Reg. Co. No: 04124744

Bristol Mind: Current Service and Projects 2007

Information Service

- Providing a telephone sign posting response to callers enquiring about a range of mental health issues
- A web site that is shared by other organisations, providing information about Bristol Mind based services with links to other useful local and national resources. Pod casts about mental health topics also offered
- Distribution of National Mind information leaflets to key local sites

Advocacy Services

- **Advocacy In Action:** providing advocacy to men and women experiencing emotional distress residing in local prisons and to inpatients at the regional forensic medium secure unit in Bristol
- **Outreach Advocacy:** a community based advocacy project, includes a weekly advocacy drop in held at Bristol Mind
- **Inpatient Advocacy:** an advocacy service for inpatients on local acute psychiatric units, a number of whom are detained patients
- **Independent Mental Capacity Advocacy:** an advocacy service for individuals deemed to lack capacity as defined by the Mental Capacity Act 2005.
- **Black and Minority Ethnic Advocacy:** a service for BME inpatients on acute psychiatric units

MindLine

- An out of hours telephone listening service operating 5 nights a week

User led Research Projects

- **User Focussed Monitoring:** user led research putting service users at the heart of the research process
- **Assertive Outreach Research:** a user led research project in conjunction with the University of the West of England evaluating local Assertive Outreach Services

Welcome to Bristol Mind's Summary Business Plan 2007 to 2010

Update:

Since the publication of Bristol Mind's first major Business Plan in 2004 the following has been achieved:

- The recruitment of the organisation's first Director to take the 2004 Business Plan forward.
- Move to new affordable office premises to meet the needs of current projects, to enable external groups to continue to share office and meeting room space, and be able to offer accessible services from.
- Significant increases in contact with other user led groups; support for a range of self-help initiatives; training and other opportunities for people experiencing mental distress to be involved inside and outside the organisation.
- Increased partnership working with groups reflecting community diversity including local BME groups; Lesbian, Gay and Bisexual groups and disability group's e.g. RNIB & the Bristol Disability Equalities forum.
- Increased partnership working with a range of service providers from all sectors, expanding the number of services offered by other groups from Bristol Mind including evening and weekend services.
- Expansion of the Advocacy service i.e. a weekly advocacy drop-in at Bristol Mind; Independent Mental Capacity Advocacy (IMCA) service; BME advocacy service; welfare benefits advice surgery.
- Undertaking user focused research including working in partnership with UWE to evaluate local assertive outreach services.
- Development of information and sign posting services to the public including a web site shared by other user led organisations.
- Greater profile of the organisation at a strategic planning level enabling the organisation and people with mental distress to influence the improvement of local services and ensure a 'service user' perspective of needs and issues including increased media profile about mental health issues and the work of Bristol Mind.

New Business Plan 2007 – 2010

The vision:

Bristol Mind sees itself as a resource for the whole of Bristol in positively influencing the mental well-being of the local population and as a potential catalyst for change in the way mental health issues are viewed and how mental health related services are offered. At the heart of the next Business Plan is the development of a range of new accessible services for the wider community that promote good mental health, that build on our achievements and create new opportunities in partnership with others from all sectors and communities.

A 'one stop shop' central mental health resource

We want to work towards finding a new premise within the next three years so that in partnership with others we can offer a *'one stop shop' central mental health resource* to serve the city of Bristol. This central mental health resource centre will be a building owned by Bristol Mind and its partners where a range of services can be easily accessed that support the promotion of good mental health.

Bristol Mind and social enterprise

We aim to develop some new services that can become *social businesses* providing employment opportunities and income for Bristol Mind and its partners. Examples include:

Training and consultancy service offering courses and consultancy for: people experiencing mental distress to support their recovery; workers and professionals to improve their practice and employers and employment services to address mental health issues in the work place. We also aim to create work opportunities for individuals who have had personal experience of emotional distress by supporting and developing their training skills.

Research services building on current research experience, able to undertake commissioned work and provide training and supervision to others.

A café inside the 'one stop' central mental health resource providing employment opportunities for people who have experienced emotional distress.

Social and Psychological Support Services

Bristol Mind has experience in providing Mindline an out of hours listening telephone service and running occasional personal development training for people who experience emotional distress. A number of self-help groups also operate from Bristol Mind e.g. Changes; Self Injury Self Help; Hearing Voices Network and Good Mental Health Workshops. There are also specialist services offered from Bristol Mind e.g. Battle Against Tranquillisers, Help Counselling, a young person's counselling service and Two Way Street a mental health advocacy service for the BME community. We intend to build on this experience in partnership with others. Ideas so far include:

Email 'counselling' service for people who prefer to explore issues and gain support online drawing on the experience of running Mindline, our telephone listening service.

Support group for online CBT users increasingly individuals are using on-line CBT to address their needs. To complement this we envisage a support group where people can discuss their progress with others who are also using online CBT services.

Psychosocial therapeutic groups there are a range of possibilities that could be offered that promote self-management and social inclusion for example providing an anger management course a needed service based on the number of calls we receive asking about such a service.

Advocacy services

Bristol Mind has a great deal of expertise in the field of advocacy and it is our intention to continue to develop the range of advocacy offered. For example:

Advocacy within the Mental Health Act 2007 for detained inpatients

Community advocacy services delivered at drop-ins around the city

Individualised Payments services

Bristol Mind sees it self as an organisation with a lot to offer to people who could be or are entitled to an individualised budget to purchase their own support.

Advocacy and individualised budgets to support individuals to access individualised budgets to meet their support needs

Individualised budgets brokering service that draws on Bristol Mind's expertise in understanding the needs of people who experience emotional distress in order to support individuals to best use their individualised budgets.

Support Worker employment agency holding a list of recommended support workers that people can use when choosing a support worker to employ. This service would ensure that support workers are properly vetted, are well trained and supervised and have the skills and attitudes to support the person's recovery.

Supporting the recovery approach we envisage that individuals in receipt of individualised budgets may want to use services offered by Bristol Mind and its partners hopefully made easier by our 'one stop shop' approach. For example making use of the self-help groups; undertaking psychosocial therapeutic courses that support recovery; using specialist services and accessing complementary therapies.

Summary

Bristol Mind sees itself as a local resource that can contribute to promoting positive mental health and attitudes and that is accessible to the whole community of Bristol.

We are looking forward to taking our Business Plan forward with our partners and our committed staff and volunteers. We also recognise the important role of the Director in taking the organisation forward therefore we will be working hard to secure funds for this key post.

Presented to Executive Committee November 2007
Proposal for adoption by AGM November 2007

**Bristol Mind Staff
March 2008**

Director	Jeff Walker
Administration	
Office and Information Co-ordinator p/t	Pat Diango
Finance Officer p/t	Tania Workman
MindLine	
Co-ordinator p/t	Michèle Price
Co-ordinator p/t	Shauna Hope
Co-ordinator p/t	Liz Sopapure
Admin worker p/t	Pete Maginnis
Advocacy Services:	
Co-ordinator	Tom Hore
Outreach Advocacy	Claire Barnard
Inpatient Advocacy	Paul Turner
Specialist Women's Advocate	Jo Burgess
IMCA Advocate	Kim Lees
IMCA Advocate	Kay Francksen
BME Advocate	Zakira Takolia
User Focused Research Project	
UFM Coordinator	Anne Laure Donskoy
Assertive Outreach Coordinator	Rosie Davies

Bristol Mind Management Committee
April 2008

Trustees

Gordon Rudston Chair has been a trustee for 13 years. Extensive experience of working as manager within local government. Chairs Staffing and Employment Sub Committee. Personal experience of using mental health services

Colin Hawkins Treasurer has been a trustee for 8 years. Extensive experienced of working in financial departments of Avon Health Authority. Chairs Finance Sub-Committee.

Suzanne Pearson Secretary has been a trustee for 11 years. Extensive experience as a mental health practitioner and manager working in statutory and voluntary sectors, qualified teacher and trainer in mental health field. Member of Staffing and Employment Sub-Committee

Ross Hughes Has been a trustee for 5 years. Qualified social worker, has been the Co-ordinator of the User Involvement Team in the MH Trust. Personal experience of using mental health services also. Member of Staffing and Employment Sub-Committee. & Fundraising Committee.

Nancy Frankel Has been a trustee for 5 years. Experienced in recruitment and administration. Personal experience of using mental health services. Member of Fundraising Sub-Committee.

Malcolm McDonald Has been a trustee for 5 years. Qualified Solicitor and brings a service user perspective to the trustee group through personal experience of using mental health services.

Keith Hall has been a trustee for 3 years. Active service user involved in committees for other organisations also.

John Wood Has been a trustee for 3 years. Co-Chair of Avon Wide Service User Reference Group. Personal experience of using mental health services

Mark Salter Trustee from April 2008. 17 years experience developing and managing mental health services in the statutory and voluntary sectors. Interested in how to ensure services are easily accessible. Keen to develop support around use of individualised budgets.

Alison Cox Trustee from April 2008. Extensive experience working in the mental health field including Regional Mind, Keenly interested in how to maximise the use of individualised budgets. Personal experience of using mental health services.

Rachel Barclay Trustee from April 2008. Extensive experience of working in the social care field. Currently co-ordinates Two Way Street, a BME mental health advocacy service. Interested in a wide range of issues and keen to bring a BME perspective to implementing the current Business Plan.

Lorna Muffet Trustee from April 2008. Extensive administration experience and training work for the Samaritans. Interested in developing training and consultancy services at Bristol Mind and the information service.

Advisors

Alex Raikes (BME equalities) – Extensive experience of working with BME Groups
Jacek Miotla (legal) – Qualified Solicitor and Accountant
Richard Tonkin (Mental Health) - Modern Matron within local acute psychiatric unit
Alcuin Wilkie (Psychiatry) - Consultant Psychiatrist

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