

What We Do

2020-2023



Services Plan

Our Organisation and Services plans sit underneath our Strategic Vision, driving forward the work we do on a daily basis, giving focus to our staff and helping to achieve outcomes and making the lives better of those who access our services.

We would like to acknowledge what is going on throughout the world at the moment. We confirm that we are prepared to be agile with our response to the global Coronavirus pandemic that has taken place during our strategic planning. We will respond to our service users as is required to the best of our ability whilst keeping all staff, volunteers and service users as safe as possible. These are changing and challenging times that have had a catastrophic effect on the global and local economy.

We also acknowledge the pain that is evident in our country and society that has been brought to light by the Black Lives Matter protests that have taken place worldwide. We acknowledge that there is a problem, there is inherent racism within our country and in our society and we re-commit to our Values and see them with a fresh clarity and a reinvigorated sense of inclusion and these are the foundation of all the work we do. We believe our commitment to the principles of equality, diversity and inclusion enable us to be an effective provider of mental health and emotional wellbeing support within the borough. We will use our influence and skills to identify, understand and redress inequalities for our service users, striving to become a more inclusive employer and inclusive service provider. We reject racism and abuse in all its forms, and will speak out fearlessly against any form of discrimination or inequality.

Wellbeing Programme

We aim to:

- continue to develop our highly successful Wellbeing Programme and seek to evolve this work to include Active Monitoring which we would aim to be a contract funded delivery through the CCG;
- streamline our current offer of over 50 varied and separate interventions including CYP, Growth Project, Cafes and Counselling;
- review and analyse provision of Peer Support groups by revisiting aims and outcomes and to determine length of stay that will increase resilience, promote empowerment and reduce dependency;
- proactively deliver psycho-educational courses including Living Life to the Full and Depression / Anxiety Management and to seek opportunities for delivery in the community;
- develop the use of GAD7 and PHQ9 as outcome measurements for the psycho-educational courses;
- build on the success of the Survivors of Childhood Sexual Abuse group and extend our provision of targeted support to the most vulnerable and marginalised members and groups within our society; and
- develop and invest in the skill set of our workforce.

Specialist Support

We aim to:

- proactively meet the needs of the evolving, diverse and new emerging communities and ensure they receive significantly increased funding;
- look at the needs of our local borough and put a programme together aiming to support the high proportion who fall in to the 'at risk' category. We will do this by looking at rebranding the current offer with thoughts of sex workers, care leavers and travellers alongside others who have additional needs due to their multiple disadvantage, poverty and discrimination;
- develop pathways for referrals to ensure we are accessible to those individuals and groups at need in the community. Special attention will be given to reading and writing barriers and different styles of working with people of different experiences;
- source additional funding to meet the increasing demand for our Dementia service, which is currently over-achieving targets, and focus more on meeting the needs of carers; and
- build further our Forward Project where we successfully work with people who have been involved in the criminal justice system. We will actively seek out partnership opportunities, looking at and expanding this further to expand our current specialist offer. This may include the development of specific CJS groups, looking at what extra support we can provide for those with multiple vulnerabilities and needs.

Community Development

We aim to:

- provide real opportunities for learning, volunteering and social inclusion to help people self-manage their mental health and wellbeing;
- have Middleton Comple@t Café become financially sustainable, which may include a move of premises;
- continue the development of our fundraising profile, to look to longer term funds such as legacy gifts, corporate donation, monthly salary sacrifice and to increase our overall income;
- continue to seek out charity of the year sponsors with the added benefit, alongside the increased unrestricted funds, of improved relationships and increased awareness;
- be responsive to possible opportunities for new funding for our sporting offers which are currently planned to cease at the start of this strategy;
- have an 'ear to the ground' approach for new and upcoming development opportunities to continually develop our community offer;
- utilise the space at our outreach venues, offering in-house or external providers the opportunity to deliver wellbeing services / seminars promoting self-management of mental health and emotional wellbeing;
- utilise the space at the Growth project and to develop wellbeing services offered at this site; and
- optimise the menus at both cafes to be inclusive of dietary requirements across the demographic.

Psychological Services

We have a vision for this service to grow and expand, the work we will undertake includes:

- developing our counselling offer, so we can engage with and support more individuals within our community through a wider offer, including couples therapy, counselling for children and young people and other modalities such as Cognitive Behavioural Therapy;
- changing the minimum dataset capture from Core to PHQ/GAD in order to allow for faster mobilisation into new contract opportunities that mainly utilise these forms of gathering outcomes;
- looking into 'pay per session' therapy which could support the development of the service, allowing a fast tracked offer for those who are able to pay this premium and contributing to the subsidy of our free counselling offer;
- looking to increase governance of the service through the development of a new role for the coordination of delivery. This will allow us to increase our offer externally whether through contracts or 'pay per session' offers and make our psychological offer more sustainable;
- continuing to grow our bank of volunteers, building on relationships with local training providers and also ensuring that there is a place for qualified volunteers who want to give something back to their local community and be involved in our work;
- developing relationships with Health Education England (HEE), in order to host placements for Psychological Wellbeing Practitioners (PWP) and ensure our place within the IAPT delivery. IAPT training will be offered primarily to current staff and be seen as an opportunity for their own development and our overall growth. Understanding that the IAPT way isn't for all, we will continue to develop and provide non IAPT therapy;
- looking to broker relationships with partners within a wider geographical footprint; and
- maintaining our BACP accreditation to continue to demonstrate that we deliver an accountable, ethical and responsive service.

Children and Young People

We will continue to develop and grow our Children and Young People (CYP) services by:

- obtaining funding for currently unfunded CYP workstreams including those aged 17-25 who we are aware can fall through the net of existing services;
- improving our connection with the borough-wide CYP provision and Greater Manchester networks, to have a better understanding of the services currently available;
- building our relationships with partner organisations, and seeking to align our services with regional and national developments;
- identifying gaps in current provision locally and within Rochdale and District Mind with a view to growing our offer to better meet the needs of children and young people;
- promoting and developing the Peer Mentoring service that is currently in place; and
- building relationships with local secondary schools, colleges and other CYP service providers to provide outreach and develop clear pathways into our services and other available support.

Advocacy

We will continue to defend people's rights and explore their choices and promote self-advocacy. We have an unrivalled reputation for providing an inclusive service to the people we support and will continue to offer such a service without introduction of criteria which negates from this. We will also aim to:

- keep our Advocacy Quality Performance Mark (QPM), which is only granted following assessment which ensures our advocacy service is robust and focused on quality delivery;
- recruit volunteers and re-establish links with universities to offer student social work placements within the Advocacy Department; and
- demonstrate our 'additional value' and use this for future opportunities to develop the number of contracts we currently provide.

Training

We aim to produce a training strategy for the overall development of our training offer, specifically around a commercial offer, and we will:

- actively promote all our training;
- develop a Workplace Wellbeing training offer to meet the needs of employers across the borough;
- develop and promote the provision of ASSIT and safeTALK as a paid development offer to local businesses, training providers and individuals wanting to access CPD;
- deliver our commitment to Connect 5 Training;
- promote and deliver Mental Health First Aid; and
- continue to work in partnership with Greater Manchester Minds to develop a training offer across Greater Manchester.

The Mind Wellbeing Centre,
3-11 Drake Street,
Rochdale OL16 1RE
Tel: 01705 752 330
Email: info@rochdalemind.org.uk



@RochdaleMind



Rochdale and District Mind



@RochdaleMindCharity



rochdalemind.org.uk