

MHM Wales

Our IMPACT Report

April 2018 to March 2019

1984 - 2019
35th year
of providing Mental Health Services



1984— 1997



2011— 2015



1997— 2006

Our 35th Year



2006 — 2011



Charity Number: 1123842 Registered Company Number: 6468412

"To promote the mental and emotional health and well-being of the public through the provision of information, advocacy, training and support"

Contents Page

Contents Page	Page 2
Our Chair's Report	Page 3
About Us	Page 4
Executive Committee and Staff List	Pages 5 -6
Services	
Therapeutic Support	Pages 7
Wellbeing Hubs	Page 8 - 9 - 10 - 11
Information Service	Pages 12
Training	Pages 13
Advocacy	Pages 14
Independent Mental Capacity Advocacy (IMCA)	Pages 15 - 16
Paid relevant person's representative (PRPR)	Page 17
Litigation Friend	Pages 18
Independent Professional Advocacy (IPA)	Page 19
Specialised Advocacy	Page 20
Talking Connections Counselling	Page 21
DBS Cyrmu	Page 22
Peer Support	
SHARE	Page 23
SORTED	Page 24
Volunteering	Page 25
Social Media	Page 26
Finance Report	Page 27
Financial Statement	Page 28
Acknowledgements	Page 29
Membership Form	Page 30 - 31

Our Chair's Report



Richard Young
Chairman of the Executive
Board of Trustees

This year has been a time of exciting growth and change for the charity with many new developments and projects. Little of this would have been possible without the dedication and hard work of the charities staff, our donors, supporters and Board members – thank you all so much for your ongoing commitment and support.

The purpose of the report before you, is to inform you of how well Mental Health Matters Wales has performed in delivering a diverse range of services in line with our Mission Statement to support the improvement of the environmental, physical and emotional wellbeing of those affected by mental health.

This report will highlight some of our accomplishments and challenges that we have faced over the past year. You will see throughout the report that Mental Health Matters Wales continues to identify and meet the needs of communities in Wales by delivering a wide range of diverse of services in the various locations.

This year saw Mental Health Matters Wales once again gaining the Advocacy Quality Performance Mark '. ..Is a way of practically ensuring and showing others that a charity operates to high standards This means that funders, beneficiaries, supporters, donors, volunteers and staff can have absolute confidence in the charity and all our Advocacy services being well run, accountable and transparent.

On behalf of the Board I would like to acknowledge and congratulate our senior management team Richard Jones, Chief Executive officer and Michaela Moore, Director for their skills, talents, energy and leadership. 2018-2019 has been a hard-working year for the Board of the Mental Health Matters Wales, the charity said farewell to James Wilson, a long-standing member who gave his considerable expertise to the role of treasurer we express our gratitude of his hard work.

I am also pleased to report feedback received from both funders and commissioning bodies continues to be exceptionally positive. In closing my report, I would like to again say thank you to all the staff and volunteers whom without their dedication and hard work we would not be able to provide and deliver the range of services we do.

About Us

We work with people who have a mental health related issue, other voluntary organisations and statutory services to promote mental wellbeing and to ensure there is a comprehensive range of mental health services delivered throughout Wales.

Our Mission Statement

“To promote the mental and emotional health and well-being of the public through the provision of information, advocacy, training and support”.

Our Objectives

- Providing a range of mental health services that are based on the needs, wishes and rights of the people who use them.
- Promoting a holistic approach to mental health.
- Supporting and empower people who have mental health problems.
- Assisting in developing “good practice” in mental health services.
- Ensuring that users of mental health services are fully involved in those services, both within MHM Wales and within other local mental health services.
- Raising public awareness of mental health issues.

Our Values

- Treating people with respect and dignity.
- Listening to what people are saying to us.
- Promoting the individual right to choose.
- Involvement.
- Empowerment.
- Equality of opportunity.
- Being non-judgemental.



www.mhmwales.org.uk



admin@mhmwales.org.uk



01656 767045/651450



MHM Wales
Union Offices, Quarella Road, Bridgend, CF31 1JW

Executive Committee

MHM Wales presents its report and audited financial statements for the year ended March 31st 2019. The financial statement has been prepared in accordance with the charity's trust deed, the Charities Act 1993 and the Statement of Recommended Practice: Accounting and Reporting by Charities 2005.

Executive Committee:

Members of the Executive Committee are elected at each Annual General Meeting from nominations received from the membership and serve for three years after which period they may put themselves forward for reappointment. Officer Posts are elected annually.

The Executive Committee must consist of a minimum of 3 members, with no more than 2 members due for re-appointment in any one year.

Our Executive Committee:

Name:	Position:
Richard Young	Chair
Pat Nolan	
Suleman Hawas	
Ramsey Jamil	
Dhanisha Patel	
Phil Mitchell	
Paige Connett-White	
James Wilson	Resigned February 2019
Kath Carter	Resigned January 2019
Aaron Woodland	Resigned May 2018

The executive committee meets regularly every 2 months. A financial sub-committee is responsible for overseeing the financial operation of the charity. A personnel sub-committee oversees all matters relating to human resources and the development and review of policies. Both sub-committees report directly to the full board during executive committee meetings.

Furthermore, we also wish to note the contributions of **James Wilson**, **Kath Carter** and **Aaron Woodland** and who left during the reporting period.

Staff Team List

During the reporting period the people listed below were employed with MHM Wales

Name:	Job Title:
Richard Jones	Chief Executive Officer
Michaela Moore	Director
Jason Price	HR Manager & Counter signatory for DBS Cymru
Caroline Thomas	Finance Manager
Alun Fletcher	Administrator/SHARE Coordinator
Nia Jones	Administrator/Talking Connections Coordinator
Sara Langford	Wellbeing Co-ordinator
Maria Stokes	Wellbeing Worker
John Crockett	Trainer/Wellbeing Worker
Donna Mason	Information Officer/SORTED Coordinator
Claire Davies	Wellbeing Activity Co-ordinator
Mark Williams – Left January 2019	Wellbeing Activity Co-ordinator
Anne Llion	Casual Wellbeing Worker
Louisa Bird	Casual Wellbeing Worker
Sabrina Fuller	Casual Wellbeing Worker
Tiffany Sinanaj	Casual Wellbeing Worker
Pippa Leeson	Casual Wellbeing Worker
Kim Roberts	Counsellor/Talking Connections Co-ordinator
Karen Williams	Advocacy Manager
Michelle Williams	IPA/Wellbeing Worker
Mike Horst	IPA
Andrea Beard – Left March 2019	IMCA
Morgan Owen	IMCA/RPR
Desni Fellows	Paid RPR/IMCA
April Bailes	Paid RPR/IMCA
Leighton Kerswell	Paid RPR
Amy Dance	Paid RPR
Tracy Watson	Paid RPR
Beth Owen	IMCA/Paid RPR – West Wales

*“MHM Wales wishes to record its thanks
for the dedication and the hard work
shown by its staff team”.*

Therapeutic Support



Our Therapeutic support was being facilitated at Ward C7, Heath Hospital in Cardiff but now is provided at St. David's hospital in Cardiff. The project is aimed at general enhancement of cognitive and social functioning, and family caregivers can be supported to provide cognitive stimulation on a one-to-one basis. All Activities below have included at least one of the following senses to be stimulated these include:

- **Visual Stimulation** – The most important sense, the one through which we gain most of our information.
- **Auditory Stimulation** – Which provides the second most vibrant source of sensory stimulation
- **Olfactory Stimulation** – Some of the strongest memories, and most potent associations, are triggered by smell.
- **Gustatory Stimulation** – In many ways taste is the most pleasurable of senses, depending on how much emphasis one puts on food and eating.
- **Tactile Stimulation** – Anything touched and anything that touches a person can be stimulating. Every solid object has texture, temperature, shapes

MHM Wales has provided a daily presence (Monday to Friday) at St David's Hospital which has enabled professionals, families, careers and clients to access this service directly. Leaflets and posters are readily available on the ward which allows patients, staff, family and friends to directly refer to Wellbeing team members and discuss any support needs, likes, interests the patient may have.

Wellbeing team members also work closely with friends and family of patients encouraging them to bring in photographs as well as finding out what music their family members like and any hobbies they enjoy.

Our Group Activities include:

- **Tia Chi**
- **M and M Game**
- **Music sessions**
- **Eating together Quizzes**
- **Balloon Volley ball Shopping Service**
- **Independent Shopping Because you are worth it!**
- **Trolley Library**
- **Dominoes , Puzzles and Card Games**
- **Arts and Crafts**
- **Tuesday Tea Party Movie time**
- **Sports**
- **Strictly Come dancing**

Wellbeing Hubs



During 2018-2019 our aim was to reach more and diverse members of the Bridgend County Borough through offering a variety of activities and support. The ethos of the Wellbeing Hubs continues to be the same, which is putting people at the centre of their own support, at every point of their recovery journey, whatever their circumstances. During this reporting period of 2018-2019 had 4,584 attendances across our 5 wellbeing Hubs.

The Wellbeing Hub team comprises of both Staff and Volunteers who work tirelessly to meet the needs of participants with an aim to increase community engagement and reduce social isolation. Our Wellbeing Hub offers a wide range of services including:

- Information and advice to help people find the right support they need when they need it
- Practical Ways to increase both physical and emotional wellbeing
- Wellbeing and creative peer support groups

Outcomes

Communication is Key - MHM Wales holds Open Access Bi-Monthly meeting across all Wellbeing Hubs this allows us to meets the needs of the community and drive the Hubs forward. Through listening to participants' views and wishes this information is used as part of our strategic



plans with an aim to improve participants over all experiences.

Supporting People to Support Each Other

- Our Wellbeing Hubs now offer peer support, meaning hundreds more people can benefit from the support of someone who has chosen to use their expertise and life experiences to help others.

Such as our well attended Poets Corners and Tai Chi Sessions

Helping People To Find The Right Support

- finding, choosing and accessing support, participants who need to improve their overall physical and emotional wellbeing is key to success. MHM Wales offers opportunities to meet other organisations which support all aspects of positive Wellbeing. The Hubs have held talks/workshops from the Dogs Trust, Migraine Action, NHS, British Red Cross and Police.

Giving People a Voice

MHM Wales is a provider of various Advocacy Services which all participants of the Wellbeing Hubs can gain access to. We also provide information on other Advocacy services which may be better suited to their needs such as Bridgend People First and Age Cyrmu.

Empowering People

The aim of the Hubs is to increase community engagement and improving individuals overall Physical and Emotional Wellbeing

Nolton Wellbeing Hub

Regular workshops and activities were planned for each session to encourage people, new and old. Staff conducted exercise programmes of Tai Chi and Lift Armchair exercises. Activities raising awareness of environmental and health

are also held ie Food and Nutrition courses, Plastic Pollution Recycling. We regularly welcomed external companies and organisations to provide information/awareness talks and have had Cyfil Cymru, Calan DVS, Public Health Wales – Help Me Quit Smoking, The Dogs Trust and visits planned from Care & Repair, Stroke Association, Assisted Mobility and local PCSOs including the Hate Crime Officer.

We have applied for and were successful in gaining funding from Cllr Matthew Voisey from the Community Action Fund for £745.00.

This helped fund the purchase of photography equipment and create a photography club at Nolton Wellbeing. 10 digital cameras and tripods were purchased to allow a photography project led by a local Photographer, Glyn from Foto Image and staff to deliver regular workshops. This encouraged service users to learn a new hobby, new skills, engage in their local community with topic themed sessions ie local history.

This hub attracts between 25-35 attendees at each session.

Kenfig Hill Wellbeing Hub

Due to a decline in attendees the Kenfig Hill Hub was closed in October 2018 at its current venue. However, the group continued to form a befriending group that met once a week at various venues in their locality. MHM Wales supported staff while this group became independent headed by a volunteer.

Cefn Glas Wellbeing Hub

We relaunched our centre at Westward Community Centre, Cefn Glas as our new Wellbeing Hub. The Hub continued to open every Monday and Wednesday from

10am to 3pm and is now open to anyone aged 18+. Previously, this hub was for 50+ under the previous funder.

The open day was attended by the Mayor and Mayors Consort, other local agencies and groups to celebrate and thank Councillor Jon-Paul Blundell, Cefn Glas Ward for BCBC's Community Action Fund grant for funding a new craft group initiative. A range of craft materials was purchased with his kind donation and a new craft group initiative was launched. This is a very busy and vibrant community hub regularly seeing 20 attendees.

Maesteg Wellbeing Hub

The Hub was relocated to Halo Sports Hall, Maesteg in January 2019. Collaborate working with Halo helped Wellbeing Services to further develop through structure and format which has proved successful. Help Yourself Workshops, Mental Health & Wellbeing Drop In sessions, a Befriending group and Wellness & Community Connections sessions. A quarterly activity leaflet has been widely distributed advertising set sessions providing routine and structure.

Training/Workshops

Insight into Anxiety & Depression – raising awareness for professionals and sufferers. Self-Advocacy - Information on what is advocacy, how to self-advocate. Support, help and resources.

Tai Chi and Qigong (Chinese exercise) and Lift Armchair Exercises to promote good physical and mental health function.

Statistics

There has been a steady stream of new clients. Most people have never accessed mental health services is reassuring and enforces that we are engaging with our target audience. We engage with approx.

4-5 persons per open session and have engaged with and supported approx. 55 for this quarter. The following information has been requested and support given as follows:

- Professional – Swansea University students following with a volunteering interest with MHM Wales.
- Advocacy – Signposted to appropriate services i.e. IPA, Community Advocacy.
- Counselling Services – Range of counselling services especially bereavement.
- Budget/Money Management – Signposted to Bridgend Citizens Advice.
- Housing Issues – Signposting to Housing Support.
- Mental Health – Anxiety/Depression/PTSD/Panic Disorders/Physical health.
- Befriending – Access friendship groups.
- Self-Harm – Signposting to support groups i.e. SORTED/SHARE groups and other resources.
- Training/Workshops – Future courses i.e. Anxiety & Depression.
- Emergency Mental Health First Aid – crisis/suicide intervention.



Porthcawl Wellbeing Hub

The Porthcawl Over 50s Wellbeing and Friendship group continued to meet every Thursday at the YMCA Porthcawl.

Working in collaboration with the Foodbank and the YMCA, we created a community hub providing social opportunities to vulnerable persons with mental health issues and learning difficulties in particular to support those socially isolated and lonely. The group has approximately 15 attendees to share experience, access information and services in a supportive environment. The group attracts referrals from the CMHT, GP, Job Centre, Foodbank, YMCA and other local agencies.



Numbers continue to rise. MHM Wales delivered courses on Anxiety & Depression, Food & Nutrition.

Key Activities 2018-2019

Community Food & Nutrition Courses	Anxiety & Depression Workshops
Tai Chi (weekly)	The Dogs Trust Hub Visit
Hate Crime PCSO Hub Visits	Bridgend Care & Repair Hub Visit
Art and Crafts	Willow Weaving
Stroke Association Hub Visit	Photography Club Launch with Cllr Voisey
Halloween Party	Information Workshop
Crafty Corner Launch	CADDT Employment Scheme Visit
Hawaiian Summer Party	World Mental Health Day 2018
Seated Yoga	Cefn Glas Wellbeing Hub Launch
Christmas Decoration Workshop & Services	German Themed Christmas at Hubs
Welsh Language Lessons	Relaunch Maesteg Hub to Halo, Maesteg
MHM Wales Annual Photography Exhibition	Home Eye Care Hub Visit
Chinese New Year Celebrations	Advocacy Training
Hola Espana Fiesta	Community Furniture Aid Hub Visit

BIG THANK YOU

ABMU – Without their financial support none of this could be possible.

Information



The Information Officer based at MHM Wales provides information on and promotes awareness of mental health and wellbeing services throughout Bridgend County Borough. The service is available to health professionals and members of the public, and provides a website Grapevines Bridgend, as well as information through Social Media (Facebook and Twitter) and monthly newsletters.

The Grapevines Bridgend website also includes information and links to training providers and support groups, wellbeing centres, doctor's surgeries and information on new projects and services.

It's not all digital however, information sessions around the County Borough remain an important aspect of the work and regular sessions are held at schools, colleges and Universities, Wellbeing Centres, Community Events, Talks, Forums and Conferences.

Drop in sessions have been implemented in the local colleges and the information officer has been able to signpost people attending to various projects and support groups.

Information sessions have also been given at a number of organisations throughout the County to promote a range of services accessible. Organisations such as BCBC, Jobcentre, Deaf society and Mind have all benefited from this networking and being able to pass the information on and signpost clients to relevant support.

The information officer has attended a number of interfaith events, enabling third sector and faith groups to work together, again understanding what help and information is out there to be able to signpost people to. The Muslim council for Wales hosted a networking event of over 400 people which again gave the information officer an opportunity to discuss the information and services available in Bridgend County.

The healthcare professionals and the Information officer have been working together to benefit from each other's information and knowledge. Talks, advice and information have taken place at doctor's surgeries, hospitals and to members of health boards across Wales.

Training



Finding Connection was relaunched in December with a number of courses being developed and delivered. As the training manager I also attended two training courses: a two day City and Guilds Trainer Skills in January and five day Adult Mental Health First Aid trainer in March.

“Food and Nutrition Skills”, with an emphasis on mental health, was held at Nolton Hall Wellbeing Hub over three weeks in March. Ten users of the centre took part in these sessions which covered Welsh Government guidelines on nutrition, basic food groups, reducing sugar, fat and salt, healthy recipe adaptation and shopping on a budget.

In February a three hour course, “Understanding Anxiety and Depression”, took place over three weeks at the Maesteg Hub, attended by eight people. The course looked at signs, symptoms, basic coping strategies and how to access a variety of online resources for self-help.

Tai Chi sessions, aimed at improving physical health and mental wellbeing, took place weekly. These were attended by an average of five people per week. The sessions aimed at improving balance, posture, muscle strength and reducing stress levels.

A number of courses were in development for delivery from April 2019, including one and three hour courses on Self-Harm, Stress and Accessing Self-Help Resources.

Advocacy



This report will give an overview of the different Advocacy services that [MHM Wales](#) now provide across South West and West Wales. It will cover the period from April 2018 to March 2019.

[MHM Wales](#) Advocacy department now consists of a number of Advocacy projects both statutory and non-statutory.

These are:-

- Independent Mental Capacity Service (IMCA)
- Paid Relative Persons Representative (PRPR)
- Litigation Friend Services (L/F)
- Independent Professional Advocacy Service (IPA)
- Professional Independent Advocacy (PIA)
- Nearest Relative (NR)
- Appropriate Adult (AA)

In line with the expansion and diversification of services we have been able to increase our compliment of Advocates. We now have a total of 10 Advocates employed across these services.

During the latter part of the year the service was augmented by a Social Work student who has joined the team on placement. This placement was an integral part of a Masters Degree course at Cardiff University.

The following is a general description of each of the Advocacy Services provided by [MHM Wales](#).



IMCA

Independent Mental Capacity Advocacy



I M C A
**Independent Mental
Capacity Advocacy**

The Mental Capacity Act 2005 made provision for the first ever statutory Advocacy Service (IMCA), to be commissioned by the Local Health Boards.

The IMCA service has been provided by [MHM Wales](#) since its inception in 2007.

[MHM Wales](#) provides the IMCA Services across South West and West Wales. These are commissioned by Abertawe Bro Morganwg University Trust and Hywel Dda Health Board. There are two teams of dedicated IMCAs working across these areas.

South West Wales – Bridgend, Swansea and Neath Port Talbot

A total of **93** instructions were received for this area during 2018-2019 from both the Health Boards and Local Authorities.

West Wales – Carmarthen, Pembrokeshire and Ceredigion

A total of **147** instructions were received for this area during 2018-2019 from both the Health Boards and Local Authorities.

The IMCA service provides a safeguard for people who lack capacity to make important decisions. The IMCA role is to support and represent the person in the decision-making process. Essentially they make sure that the Mental Capacity Act 2005 is being followed, when a decision needs to be made about a long-term change in accommodation or serious medical treatment.

The Act placed a duty on professionals Social Workers or Medical Staff to appoint an IMCA for anyone aged 16 or over, who had been deemed as lacking capacity and are un befriended.

Professionals also have the power to appoint an IMCA for Care Reviews or Adult Protection Cases

In adult protection cases an IMCA may be instructed even if family members have been identified.

When carrying out their role an IMCA will:-

Gather information:-

- Meet and interview the person.
- Examine relevant health and social care records.
- Ascertain the views of professionals and paid workers.
- Ascertain the views of anybody else who can give information about the wishes and feelings, beliefs or values of the person.
- Gather any other information which may be relevant to the decision.

Evaluating information:-

- Check that the person has been supported to be involved in the decision.
- Try to work out what the person's wishes and feelings would be if they had capacity to make the decision and what values and beliefs would influence this.
- Make sure that different options have been considered.
- Decide whether to ask for a second medical opinion where it is a serious medical treatment decision.

Making representations:-

- IMCAs should raise any issues and concerns with the decision maker.
- IMCAs are required to produce a report for the person who instructed them.
- People who instruct IMCAs must pay attention to any issues raised by the IMCA in making their decision.

Challenging Decisions:-

IMCAs may formally challenge the decision-making process. They can use local complaint procedures or try to get the matter looked at by the Court of Protection

Expansion of the IMCA role

The IMCA role was expanded with the introduction of the Deprivation of Liberty Safeguards in 2009.

IMCAs are now part of the assessment process under the MCA 2005 (section 39A). IMCs can also be appointed once an authorisation is in place (under section 39D, 39C). The IMCA will support the individual or their Relative Persons Representative (RPR).

If there is no one suitable to take on the role as RPR an IMCA may be appointed as a Paid RPR. This is a service that [MHM Wales](#) established in our area and it has developed over the last few years.

PRPR

Paid Relative Persons Representative



PRPR

The Mental Capacity Act (MCA) 2005 states that once a standard authorisation under the Deprivation of Liberty Safeguards (DoLs) has been approved.

The supervisory body (NHS body or local authority) must appoint a Relevant Person's Representative (RPR) to represent the person, who has been deprived of their liberty. If there is no one suitable a paid Relevant Person's Representative (PRPR) may be appointed this is the service that [MHM Wales](#) provides.

This service has expanded during 2018-2019. A number of Local Authorities and Health Boards have “spot purchased” this service for their clients. Rhondda Cynon Taff and Merthyr Tydfil Local Authorities (RCT, MT) have a service level agreement with [MHM Wales](#) to provide this service.

The service in 2018-2019 received a total of **879** referrals. Due to the growth of the service there are now three Advocates working in the West Wales Region. There has also been an additional two Advocates employed to work across the South West Wales Region. There are now a total of 5 Advocates working across this area.

There is also a dedicated Advocate who works in RCT and MT areas.

Our Advocates have worked tirelessly over this period to uphold the rights of people who are subject to a Deprivation of Liberty Authorisation. The role of the PRPR is to maintain contact with the Relevant Person, and to represent and support the Relevant Person in all matters relating to the Deprivation of Liberty Safeguards.

PRPR may use organisational complaints procedure on behalf of the Relevant Person. This could arise in a situation where a Relevant Person is protesting their placement or the arrangements that have been put in place, for their care.

In these cases if there is no resolution the PRPR may trigger a Part 8 Review or ultimately making a 21A Application to the Court of Protection (COP) on behalf of the Relevant Person.

During the year the PRPRs service has made a number of 21A Applications to the Court of Protection. This would allow the Relevant Person to have their rights upheld and their case looked at by the Court. In most of these cases the PRPR has been appointed as the Relevant Person's Litigation Friend.

Litigation Friend



As the number of cases dealt with by [MHM Wales](#) has increased, the proportion of these cases being brought before the Court of Protection (COP) has also increased.

As well as carrying out the Litigation Friend Role in many of these cases. The service has also received referrals for our Advocates to act as Litigation Friend, from both Local Authorities and Health Boards when they themselves have brought cases before the COP.

[MHM Wales](#) has taken steps to ensure that Advocates have had adequate training and support around this new role and the challenges that it brings.

What is a Litigation Friend? (L/F)

A Litigation Friend is a person who can fairly and competently conduct proceedings on behalf of a protected party (a person who by reason of mental disorder is incapable of managing and administering his own affairs). The litigation friend may be appointed by court order. (<https://uk.practicallaw.thomsonreuters.com>)

This is a role that all of our PRPRs have taken on over the last year. The PRPR service has made a number of 21A applications to the Court of Protection (COP) and this has culminated in our Advocates being appointed as Litigation Friend. This is a role that the Local Authorities or Health Boards have agreed to fund.

Once appointed by the court the Advocate will keep in regular contact with the Relevant Person and ensure that their views are put before the court .They will attend hearings and liaise with Solicitors and Barristers. They will have to consider any evidence that may be put before the Court and provide reports when needed.

IPA

Independent Professional Advocacy

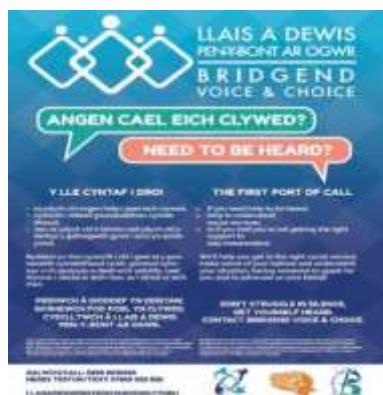


During 2018-2019 [MHM Wales](#) Received **71** referrals for the IPA service. This service has been running for two years and was commissioned by Bridgend Local Authority and was borne out of:

The Social Services and Well-being (Wales) Act 2014.

The Act came into force in April 2016. This changed the way that local councils in Wales provide social care and support. The Act required Local Authorities to consider whether an individual may have a need for Independent Professional Advocacy (IPA) at every step of their journey through the social services system, including at their first point of contact. The Part 10 Code of Practice on Advocacy ("the Code") states:

Para 47. "Local authorities must arrange for the provision of an Independent Professional Advocate when a person can only overcome the barrier(s) to participating fully in the assessment, care and support planning, review and safeguarding processes with assistance from an appropriate individual, but there is no appropriate individual available".



The IPA service comes under the banner of Bridgend Voice and Choice. There are two dedicated Advocates working within this project.

They receives referrals from a number of sources such as the, The HUB, Social Services and Self Referrals etc . The referrals cover a spectrum of different issues that people face e.g. Care Home move, Support with benefits, Support with appointments with Psychiatrists/Social Workers.

Over the last year the biggest number of referrals has been in the area of Child Protection, where families feel they need the support of the IPA service when dealing with social services or attending court proceedings. This is an area that is expected to grow even further in the near future.

Specialised Advocacy



MHM Wales over the last year have also provided specialised Advocacy Provision and we are hoping to expand these ancillary services in the future. They are as follows:-

Professional Independent Advocacy (PIA)

This service is able to provide Advocacy support for anyone who has capacity and feels that they need support to ensure their voice is heard. This is a service that has been "spot purchased" by Local Authorities on a number of occasions.

Nearest Relative (NR)

Nearest Relative is a special term used in the Mental Health Act 1983. It gives a family member or a person appointed by the court the rights and responsibilities when someone is:

- Detained in hospital under sections 2, 3, 4 or 37 of the MHA
- Under a Community Treatment Order, or under Guardianship

The Nearest Relative role is an important safeguard for people who are affected by the Mental Health Act. The role of the Nearest Relative is to make sure that a person's rights are protected when they are unwell.

MHM Wales was approached by a Local Authority to provide this service for patients in their area. The Advocacy service has so far received 4 referrals. The Advocate has been working with these patients, visiting them on a regular basis whilst they are in hospital.

Appropriate Adult (AA)

The role of an Appropriate Adult is to assist a vulnerable person, whether victim, witness or suspect/accused, to understand what is going on and to support communication between the vulnerable person and the Police. To assist the person, to gain legal representation.

MHM Wales has been asked by the Police, to provide this support on four occasions, over the last year. It has meant that on one occasion the Advocate had to attend a police station whilst a vulnerable person was interviewed. On the other three occasions the advocates supported the clients whilst they gave witness statements to the police.

In Conclusion

MHM Wales Intend to continue to develop the Advocacy Provision across Wales, providing safeguards for many vulnerable people in our society.

Talking Connections



Talking Connections
Counselling Service

Talking Connections is a Community based Counselling Service which has completed its second year addressing the mental and emotional health needs of adults 18+ in our community.

The project continues to grow and we remain to provide a community-based service, offering professional and confidential individual counselling to adults dealing with a wide range of issues.



MHM WALES

Talking Connections
Counselling

MHM Wales provides a counselling service for anyone with emotional or mental health issues looking for help and support.

£10 per session.

To make a referral to Talking Connections, contact the team on 01656 649 557 or email talkingconnections@mhmwales.org

Talking Connections adopts the Code of Ethics & Practice of the British Association for Counselling and Psychotherapy

bacp
British Association for Counselling & Psychotherapy

Registered Company Number 4488452
Office Number: 022380

During the reporting period we have provided over 1023 hours of counselling and have **Received 245 referrals** compared to 230 referrals the previous year we are proud to say that MHM Wales has a minimum **6 - 8 week** waiting list.

MHM Wales would like to thank all the volunteer counsellors and South Wales University 3rd year placements for providing an excellent service supporting those in need.

We would also like to acknowledge the financial support of ARC, Changing for the Better grant and BAVO for their Financial Support.

bacp | **counselling changes lives**

THE NATIONAL COUNSELLING SOCIETY

DBS Cymru



DBS Cymru is our new service we provide on behalf the Disclosure and Barring Service (DBS) to facilitate standard and enhanced DBS Checks throughout England and Wales. The money we generate from DBS Cymru helps to support the primary aims of MHM Wales in continuation of our existing services and the implementation of new ones.

Since becoming a registered umbrella body with the DBS on the 13th of July 2018, we have processed **343 applications** during the reporting period.

In August 2018, MHM Wales acquired another registered umbrella body known as CRB Wales who our administration department had been supporting prior for approximately 18 months by undertaking the daily administration for them as their director, James Wilson (our former Vice Chair and acting treasurer) semi-retired with the intention of fully retiring in 2018.

DBS Cymru continued to provide the DBS service and maintain the steady existing loyal customer based as well as facilitating to a number of new clients we welcomed during the reporting period.

Service:

We currently facilitate standard and enhanced check for a number of organisations, people who are self-employed and volunteers. Our service is paper based therefore we are not registered to accept online (ebulk) applications.

Future:

Our aim going into for the next reporting year and following years is to expand our service to potentially undertake 1500 DBS checks in one calendar year. This would mean we can become a e-bulk provider with the DBS and facilitate DBS checks online, resulting in us being able to provide our service to a wider area.

Client feedback:



SHARE

Self-Harm Awareness Recovery Education

- 4:30pm to 6:00pm, every Wednesday -



Our peer support group SHARE is well attended by a diverse range of genders and ages. Feedback from group members shapes the structure of the group and as such, activities vary and structure is always open to change.

The group is informal and friendly, and members will learn from each other through discussion. For example, one week we talked about interpretation, and how we perceive certain comments depending on our feelings at the time. A member told the group what her GP had told her, which she perceived as a negative. We discussed this as a group and there were several interpretations for the same remark. Learning moments such as this are a value and are something that individuals can take with them in the future when such circumstances arise.

Outside educational activities are promoted at group, which gives the individuals more control and jurisdiction over their lives, should they decide to take up the opportunities.

We provide awareness of self-harm through our attendance at various events, and a self-injury awareness booklet produced for Self-Injury Awareness Day 2018 continues to be in demand from schools and colleges across south and west Wales. Local doctor's surgeries have also been attended, where doctors and surgery staff were made aware of the difficulties that people who self-harm face when attending clinics, and how words used can have a negative knock on effect in their lives. They were also informed about the increase in instances of self-harm in older people, particularly older males (85+) who tend to end their lives by suicide following instances of self-harm.

Outdoor activities are an important part of mental wellbeing, and being amongst more natural environments helps to reduce feelings of detachment from reality that some members feel. Members are encouraged to explore their natural surroundings as a way of both connecting with the world and keeping physically fit.

We have been exploring art and poetry as ways of alternate self-expression. We exhibited the works in February 2019 at an awareness event alongside MHM Wales' Eating Disorder group SORTED.

As the effectiveness of coping strategies and distraction techniques differs from person to person, members are encouraged to develop their own coping strategies and share with the group. Social isolation between attendees has been reduced with several members forming friendships and socialising outside of the group.

SORTED

Share Our Recovery Through Eating Disorders

- 5:30pm to 7:00pm every first and Second Monday on the Month -



Our peer support group SORTED provides information, help and support to people affected by eating disorders, living in South Wales. During this financial year MHM Wales has had **146 attendees**. These attendees range from 17 to 70yrs of Age and have a variety of Eating Disorders including Anorexia, Bulimia, Binge eating, Orthorexia and diabulimia.

Support provided by SORTED includes:

- Support services to ensure people have the information to can access the health and support they need to fight their eating disorder including self help and support groups for both sufferers and carers.
- Working alongside the Welsh Assembly Government and statutory healthcare providers to ensure that people affected by eating disorders can access the treatment and support they need when they need it
- Campaigning to challenge the stigma and misconceptions that can prevent people affected by eating disorders accessing treatment and support and Raising awareness through attending events, talks, presentations and cross party groups
- We have been exploring art, photography and poetry as ways to express and cope. In February 2019 we exhibited the works at an awareness event alongside MHM Wales self-harm support group SHARE.
- As the effectiveness of coping strategies and distraction techniques differs from person to person, members are encouraged to develop their own coping strategies and share with the group. Social isolation between attendees has been reduced with several members forming friendships and socialising outside of the group

Our SORTED volunteers play an important part in the groups work, speaking at events and campaigning to improve services for affected by eating disorders. MHM Wales will continue to deliver and develop peer support services for people with eating disorders and their families in Wales. Over the next 12months the project will be expanding.

SORTED have now set up as a society in University Wales Trinity St David's, Carmarthen and will be running the peer support group there. Once this group is established we will be looking to take SORTED to a number of different universities throughout Wales.

SORTED have also collaborated with National Botanic Gardens Wales to bring a new once a week day service (CARED) to assist people in recovery with eating disorders and also a monthly evening carers group for people caring and supporting people with eating disorders.

Volunteering

MHM Wales continues to offer a unique volunteer experience through our extensive range of services and projects:

Wellbeing Centres	Therapeutic Support
Friendship Groups	Peer Support Groups
Counselling Volunteers	Sessional Volunteering

Why volunteers come to Mental Health Matters Wales?

- ✓ To learn new skills or develop existing ones.
- ✓ To give something back to their local community.
- ✓ Inspiration to look for a new challenge or career change.

Volunteer placements are offered to suit availability or skill level while qualifying for free training, expenses paid and most importantly – to meet new people and make new friends! For the reporting period alone 66 persons registered interest in volunteering with us.

Wellbeing & Friendship Group

Our Wellbeing hubs & Friendship groups are drop-in centres that provide a social outlet to anyone experiencing mental or emotional wellbeing difficulties.

A range of activities take it out , including workshops, music, sport, art and crafts and a number of annual celebrations.

Counselling Volunteers

A Counselling is a talking therapy that enables a person to find their own answers. Counsellors and clients work together to

explore different ways of dealing with situations.

We have a number of student placements available for anyone working towards degree level or equivalent.

Therapeutic support

We require volunteer to support us with our therapeutic support services based in Cardiff. Volunteers will support patients with dementia and other cognitive impairment within a number of hospital settings in Cardiff.

Sessional Volunteering

If you have a particular set of skills that can be used to enhance the experience of our Wellbeing Hubs, Peer Support or Friendship group attendees, you can become a sessional volunteer and share your knowledge

Key Developments in the volunteer service:

- Due to a significant high level of demand for all services the recruitment drive for volunteers has been increased.
- The volunteer application process has been upgraded to involve all projects/services into one combined system to promote and raise the profile of volunteering in MHMW as a service that provides multiple volunteering opportunities under one roof.



Social Media

With the internet and social media becoming more popular the organisation has embraced the opportunity to develop its website to provide information on the services provided as well as providing links to information and websites. Our Facebook page gained popularity during 2012 and is used as a platform to inform people what is going on within MHM Wales and also provided links and information about mental health. You can also tweet us on Twitter.



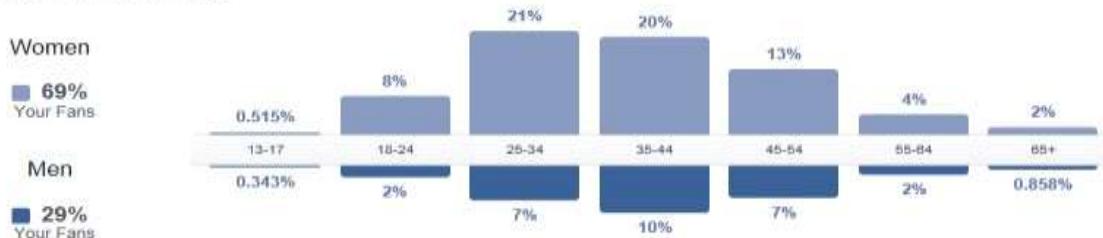
MHM Wales on Twitter www.twitter.com/mhmwales



MHM Wales on Facebook www.facebook.com/MHMWales

Below is a demographic bar graph showing the age range and gender of people who “like” our page on Facebook for the period 1 February 2018 to 31st March 2019. This information helps us to not only provide general information on mental health, but also allows us to ensure information to different age groups is made available.

The people who like your Page



As stated in our information section of this report. Our information officer has implemented and continues to develop the website grapevines.info. This website provides information on mental health and wellbeing services within the Bridgend area.



Grapevines Bridgend www.grapevines.info

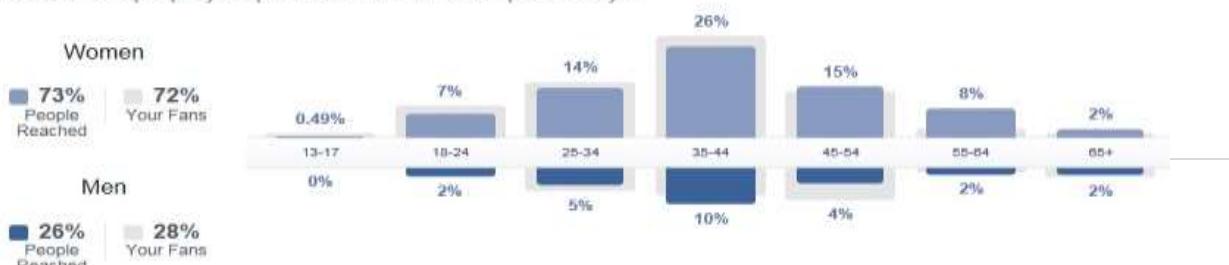


Grapevines on Twitter
www.twitter.com/grapevinesb



Grapevines on Facebook
www.facebook.com/grapevinesbridgend

The number of people your post was served to in the past 28 days.



Financial Report

Financial Report:

As in previous years all monies were handled through our current account which is with the Co-Operative Bank, with withdrawals requiring the signature of two Executive Committee Members or one Executive Committee Member plus the signature of the Chief Executive Officer or Finance Officer.

Surplus funds were deposited with the C.O.I.F. Charities Deposit Fund which attracted competitive rates of interest.

The Finance Sub Committee reviewed the financial guidelines practiced by the organisation in line with the Charity Commission recommendations of good practice.

Expenditure:

Expenditure throughout the year has been closely monitored by the Finance Sub Committee and Executive Committee.

Quarterly reports have been submitted to the Executive Committee.

Management and overhead costs have been allocated to each project as in previous years and remain in budget.

Reserves:

MHM Wales current assets maintain a healthy balance.

***MHM Wales wishes to record our thanks to:
Bevan & Buckland for auditing the accounts and all funders and donors for their contributions.***

The Finance Sub Committee has reviewed the Reserves Policy with reference to both the Charity Commission guidelines and the liability of the organisation.

Donations:

MHM Wales depends on the generosity of donors to supplement existing Funds. If you would like to make a donation to our funds please contact us by phone or visit our website: www.mhmwales.org.uk

Please check our website for more information on how you can donate to MHM Wales.

Statement by Trustees:

These summarised financial statements for the year ended 31st March 2019 are not the full statutory accounts of MHM Wales but contain a summary of information which has been extracted from the annual accounts relating to both the Statement of Financial Activities (SOFA) and the balance sheet.

These summarised financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. If you require any further information, the full financial statements and the trustees' annual report should be consulted; copies of which can be obtained upon application to MHM Wales.

The full financial statements have to be subject to external examination by an independent auditor and received an unqualified report. The full report and financial statements were approved by the Trustees on the **16th of December 2019** and have been submitted to the Charity Commission and Companies House.

Financial Statement

1st April 2018 to 31st March 2019

	Unrestricted Funds	Restricted Funds	2018 Total Funds	2017 Total Funds
INCOME AND ENDOWMENTS FROM				
Charitable Activities				
Advocacy Services	£475,720	-	£475,720	£495,731
Community Services Support	£235,734	-	£235,734	£249,229
DBS Cymru	£11,057	-	£11,057	11,789
Other	£3,059	-	£3,059	£2,425
Grants – Big Lottery	-	-	-	£29,100
Grants	-	£22,848	£22,848	-
Investment Income	£2,661	-	£2,661	£949
TOTAL	£728,231	£22,848	£751,079	£789,223
EXPENDITURE ON				
Charitable Activities				
Advocacy Services	£403,935	-	£403,935	£320,966
Community Services Support	£220,922	-	£220,922	£232,070
DBS Cymru	25,560	-	£25,560	84
Other	£59,476	-	£59,476	£68,608
Grants – Big Lottery	-	-	-	£78,135
Grants	-	£20,240	£20,240	-
TOTAL	£709,893	£20,240	£730,133	£699,863
NET INCOME/(EXPENDITURE)	£18,338	£2,608	£20,946	£89,360
Transfers Between Funds	£14,884	(£14,884)		
Net movement in funds	£33,222	(12,276)	£20,946	£89,360
RECONCILIATION OF FUNDS				
Total funds brought forward	£993,852	£23,621	£1,017,473	£928,113
TOTAL FUNDS CARRIED FORWARD	£1,027,074	£11,345	£1,038,419	£1,017,473
CONTINUING OPERATIONS				
All income and expenditure has arisen from continuing activities				

Acknowledgements

Mental Health Matters Wales would like to record its thanks to the following:

Abertawe Bro Morgannwg University Hospital Health Board
ARC Day Services
Bevan and Buckland Accountants
Big Lottery Fund
Bridgend Association of Voluntary Organisations (BAVO)
Bridgend College
Bridgend County Borough Council
Bridgend Citizens Advice
Hywel Dda Health Board
The Masonic Hall, Maesteg
Nolton Church
Peninsula
Rhondda Cynon Tydfil Council
The Co-operative Bank
The Talbot Community Centre
West Ward Community Centre, Cefn Glas



MEMBERSHIP FORM

Thank you for your interest in becoming a member of MHM Wales, you will find the application form overleaf.

Our Mission Statement:

"To promote the mental and emotional health and well-being of the public through the provision of information, advocacy, training and support"

Our main services are based in Bridgend and include *Wellbeing Drop-In Centres; Information Service; Family Support; Over 50s befriending; Community Advocacy; Self-Harm, Self Help Project, Talking Connections Counselling and Finding Connections Training*.

We also deliver *Independent Mental Capacity Advocacy (IMCA)* in other areas of South West Wales and West Wales (Hywel Dda region).

Membership: gives you a say in what MHM Wales does & how it is run since it entitles you to:

- Stand for election to the Board of Directors
- Vote for people who are standing for election
- Suggest issues to be discussed at General Meetings
- Receive annual copies of our Annual General Report

Membership Rules:

- All applications for membership will be approved by the Board of Directors at the bi-monthly Directors' meetings.
- If membership is refused you will be notified of the reasons in writing within 21 days.
- Membership is not transferable to anyone else.
- The Directors are required to keep a register of names and addresses of the members.
- Group membership allows for one vote per organisation*

Termination of Membership:

- Membership is terminated if the member dies or if the organisation ceases to exist.
- The member resigns by giving written notice to the charity.
- The member is removed from membership by a resolution of the Directors that is in the best interests of the Charity.

**Further information can be found about MHM Wales by visiting our website
www.mhmwales.org**

**Membership of MHM Wales is FREE since we value the support of our members and rely
on members to help us achieve our aims and objectives.**

**MHM WALES
MEMBERSHIP**

NAME/ORGANISATION:

ADDRESS:

.....
TEL No: Email address:

Individual member

Group membership *

Signed: Date:

**Please return to:
MHM Wales, Union Offices, Quarella Road, Bridgend, CF31 1JW**

Application Approved by Board of Directors on.....

Application Disapproved by the Board of Directors on.....

Reasons for disapproval

The details you have provided are held on computer by MHM Wales and the forms are kept manually. This is solely for the purpose of providing you with information regarding MHM Wales issues to which you are entitled as a member.

Only designated members of staff and the Board of Trustees have access to the details which you have provided