

Norwich Mind

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Focus Group

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Date of Focus Group – Thursday 2nd April 2015

Service / Project Reviews – Strategic Direction

Facilitators – Amanda Hedley and Sandra Flanagan

Subject	Suggestions	Outcomes
<p>Empowering Choice</p> <ul style="list-style-type: none"> Actively support individual choice for care and support 	<ul style="list-style-type: none"> Choice for everyone. Directory of services – sign posting and online How can we make it personal? – using innovative ways and reliable methods. Use volunteers to take information out about services e.g. GP surgeries (need to educate them), libraries and education establishments. Advocacy Support – especially for new service users. Choice awareness. 	<ul style="list-style-type: none"> Have improved website and social media. Employed a volunteer co-ordinator to better focus the work of volunteers and support them.
<p>Enabling Social Participation</p> <ul style="list-style-type: none"> Engage with the public, focus on improving their life choices and reduce stigma and discrimination. Providing peer support opportunities. Focus on employment opportunities for service users. Grow and develop our associate model of engagement with people. 	<ul style="list-style-type: none"> We need to reduce and prevent stigma and discrimination. Employment opportunities for service users and carers. The opportunities should include volunteering and education to gain skills. Also participating with employment opportunities – share trust. Develop safeguarding protocols/policies for social participation and events/media. Continuing to develop sense of community e.g. social things and walling groups. More frequent socials. NHS help can be isolating – here there is a sense of healing and we must not lose that. How can we share/describe the energy and creativity to the associate programme? Add variety of options available including ways to engage people who are not very 	<ul style="list-style-type: none"> Developed peer support training to enable employment opportunities. Invested in a part-time post to develop our social models, e.g. socials, networking and associate programme. Developing associate newsletter and using social media to advertise. Developing/implementing Wellbeing service with volunteers, peer support and associate program plus employment support.

	<p><i>well. Being mindful of different needs and where people are at.</i></p> <ul style="list-style-type: none"> • <i>Share information about what other providers are doing.</i> • <i>Develop central directory of organisations and social opportunities which is kept up to date and available online and through staff/drop in centre too.</i> • <i>Peer support and signposting.</i> • <i>Information about social activities and opportunities.</i> • <i>A positive move for socials to be held at the Playhouse in the future.</i> • <i>For employment opportunities, it might be a good idea to approach one or more of the recruitment agencies and get them on board to help.</i> 	
<p>Improving Services and Support</p> <ul style="list-style-type: none"> • <i>Strengthen and grow existing services.</i> • <i>Innovative and diverse services in particular services focussed on prevention, recovery and rehabilitation in primary, secondary and youth services.</i> • <i>Work with a wide range of other providers in partnership.</i> 	<ul style="list-style-type: none"> • <i>Being seen as a unit when providing services for young people.</i> • <i>Awareness, information and promotion in schools, universities, GP's and A&E.</i> • <i>Try to avoid duplicating what's out there – but rather join forces.</i> • <i>Looking at traditional models of 'medicine' e.g. services for physical ailments and see how mental health services could be incorporated.</i> • <i>Voluntary services partnership.</i> • <i>Additional provision for family members.</i> • <i>Services for carers especially respite.</i> • <i>Signposting for resources available.</i> 	<ul style="list-style-type: none"> • <i>Investing in youth programme through Wellbeing service.</i> • <i>Investing in post to support volunteers.</i> • <i>Investing in post to improve marketing, communications and media.</i>
<p>Organisational Excellence</p> <ul style="list-style-type: none"> • <i>Build and sustain a successful organisation led by well-informed board of trustees.</i> • <i>Meet and exceed the National Mind quality standards.</i> • <i>Remain financially viable, strengthen and diversify our income streams.</i> • <i>Integrated approach to marketing, fundraising and improving information management.</i> • <i>Work in partnership with National Mind.</i> 	<ul style="list-style-type: none"> • <i>Communication is key – internally, for service users and campaigning.</i> • <i>Actively managing change.</i> • <i>International Cooperative Alliance – 7 principles.</i> • <i>Organisational Risk Planning and mitigation.</i> 	<ul style="list-style-type: none"> • <i>Agreed to develop a staff newsletter.</i> • <i>Use Facebook and Twitter, intranet and internet better with a role dedicated to this.</i> • <i>Manage risk at Board level.</i>

<p>Removing Inequality of Opportunity</p> <ul style="list-style-type: none"> • <i>Develop better services and support marginalised groups.</i> • <i>Help other groups who are under services to develop resilience and access appropriate services and support e.g. armed forces.</i> 	<ul style="list-style-type: none"> • <i>Support marginalised groups by using the media – everyone has a TV.</i> • <i>As with PACT – carer’s perspective – provide information.</i> • <i>Use volunteers to provide information.</i> • <i>Volunteers can be used better – peer support for marginalised groups and better understanding of marginalised groups.</i> 	<ul style="list-style-type: none"> • <i>Invested in Time to Change initiative for marginalised groups.</i> • <i>Support to volunteers much improved.</i>
<p>Staying Well</p> <ul style="list-style-type: none"> • <i>Support to clients, staff and volunteers that focus on improving and maintaining wellbeing.</i> • <i>Recovery and building resilience as a core element in all programmes.</i> 	<ul style="list-style-type: none"> • <i>Physical health and wellbeing.</i> • <i>Helping mental health and social health.</i> • <i>Healthy diet.</i> • <i>Access to green spaces and countryside.</i> • <i>Supporting an individual’s support network – including everyone in their team too.</i> • <i>Conduct review of own policies and procedures.</i> • <i>Highlight, promote mindfulness through various forms of exercise e.g. Tia Chi, Yoga, Relaxation and walking/nature.</i> • <i>Importance of social inclusion.</i> • <i>Encouraging people to share anxieties before becoming overwhelmed.</i> • <i>Assist in creating a support network.</i> • <i>Offer education on wellness planning – WRAPS.</i> 	<ul style="list-style-type: none"> • <i>All policies and procedures now reviewed.</i> • <i>Provide mindfulness training and workshops.</i> • <i>Developing staff support programme.</i>

