

Enabling  
everyone to achieve  
better mental health

Five year strategic plan for Tameside  
Oldham and Glossop Mind

2017 - 2022

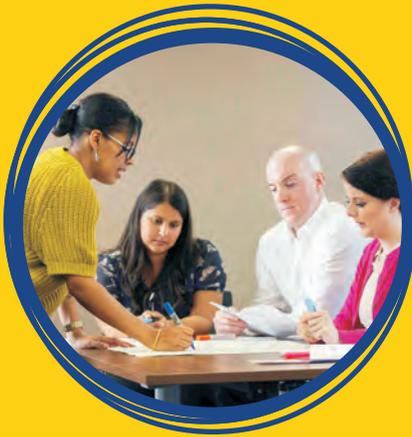


Tameside, Oldham  
and Glossop

# On reflection

Since the last five year strategic plan was launched there have been fundamental changes within Mental Health Services, the Third Sector, the wider political and economic environment and the communities in which we work. The review in 2013 highlighted that we were adapting well to the changes and challenges, seizing opportunities and making good progress towards our aims. Throughout this period of huge change and

growth, the core themes of 'Community Engagement' and 'Working Together' have grown into strengths and we look to build on these as we move forward. Many charities have unfortunately fallen by the wayside over the past five years, yet thanks to our flexible approach TOG Mind has gone through an amazing period of growth that has resulted in us helping ten times more people than the previous five years.



## Engagement and Communication

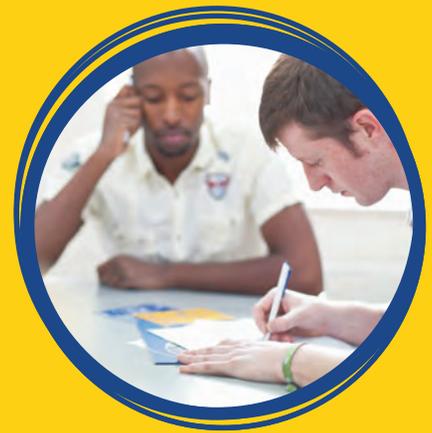
We took services out into the community, we provided over 800 courses to 11,000 people from 155 community settings. Including:

- Therapy courses from community based settings including supported housing venues
- Community events from business breakfasts, 'Time to Talk' evenings, to training community group leaders to support their own communities
- Mental health awareness building, counselling, and early intervention services in schools
- Providing an ongoing Wellbeing Column published in local media and emailed to contacts along with increasing media coverage for our activities



## Service Development

- Over the past 5 years we have offered over 200,000 hours of services to 20,000 people.
- Typically 95% of people who have provided feedback have said they found using our services useful
- A number of services have been developed to ensure we are empowering clients to become more autonomous; for example the Independent Mental Health Advocacy (IMHA) model now includes a large emphasis on teaching people to be able and more confident to self-advocate
- We have formed partnership working to jointly deliver services with a number of other organisations



## Workforce and Financial Security

- We have a workforce of over 50 staff and around 100 volunteers.
- 50% of people who joined the paid staff team started with us as volunteers and 65% of the workforce have lived experience of mental health issues
- We have diversified from having 2 main sources of income to over 50
- 12% of income has been generated through entrepreneurial ventures
- We restructured into service delivery directorates to deliver within specialties and embedded a structure to support growth

“Our wider environmental and social value ethos ensure that we are supporting the local community economy, investing in local people and businesses, being kind to the planet, being a Real Living Wage Employer and reinvesting any profits back into the charity”

## Our Vision

Enabling everyone in our communities to achieve better mental health

## Our Mission

To continue to provide the best quality local mental health services in prevention, early intervention and primary care; alongside empowering individuals and our communities to live well

## Moving ahead

Mental health is very much in the spotlight currently, more so than at any other time. The massive impact of poor mental health is increasingly recognised with the majority of funding being spent on the minority in acute care. This is very costly and impacts on individuals, their wider family and social networks.

This strategy supports preventing the need for people to access acute service by providing early intervention, prevention, resilience and asset based building. Our work for 2017 to 2022 will be proactively enabling everyone to achieve better mental health.

## Asset building starts here

Building on assets is looking at what's working well and building on that rather than focusing on what the deficits and needs are and then fixing them. Part of this strategy is looking to deliver services based on an asset based approach for individuals, groups and communities. Thus we will never do anything that an individual, group or community can do for themselves. Any support provided will be done with the lowest level of intervention so that own resources and resilience can be built and therefore become more sustainable. We will learn from existing community assets and work in co-design in helping replicate these. We will also work in partnerships sharing our own learnings and assets.

## Our Values

Implementing the strategy

### Proactive

Ensuring we provide the right service at the right time in the right place

#### We will do this by:

- Raising awareness in a number of ways to meet a wide and diverse audience
- Providing services from multiple locations, communities and settings
- Offering evening and weekend services
- Working in partnerships to provide joined up care
- Developing clear and seamless pathways (emphasis on services), easier access, removing barriers
- Promoting self-enablement in all of our services
- Trying new innovative ideas
- Ensuring strong and consistent marketing strategies

### Empowerment

Supporting people to live to their best health and achieve their real potential

#### We will do this by:

- Providing the right level of intervention from awareness raising to early intervention to referring to specialist services, allowing individuals to strengthen their own coping abilities and resilience
- Building on assets in the community – all too often service can dictate from deficit we want to look at where health is good and build on that
- Offering a wide range and choice of person-centred services

## Responsibly

Ensuring services are safe, effective and efficient

### We will do this by:

- Building on our governance structures to ensure safe and effective best practice
- Offering value for money
- Fully evaluating and monitoring all of our services
- Keeping services relevant and effective by co-design and co-reviews
- Increasing unrestricted income
- Remaining as Real Living Wage Employer

## Best together

Working in partnerships, avoiding duplication and ensuring services are joined up for better integrated care

### We will do this by:

- Building partnerships to provide better joined up care, more efficiency, share learning, and enable cross-skilling
- Continual improvement to achieve a higher class of care
- Contributing to local strategic partnership boards
- Supporting smaller grass root assets
- Being open and transparent
- Working in conjunction with partners to raise the profile and recognition of primary care services delivered in the community sector

## Development

Actively learning to continually improve

### We will do this by:

- Providing a training academy for people to learn new skills, obtain qualifications and gain experience within Health and Social Care
- Providing staff and volunteers regular continued professional development opportunities
- Offer community based training to promote resilience and cohesion
- Providing a number of opportunities for training, volunteering and gaining qualifications within the health and social care arena
- Investing in training and recruitment to the caring professions
- Research into evidence based practice

## Making it happen!

We cannot enable everyone in our communities to achieve better mental health alone. We will build on our core strengths of 'Community Engagement' and 'Working Together' to ensure that we continue to help more people each year. We will continue to be flexible and capable of adapting to change while building an increasingly robust framework for growth to ensure ultimately that we can achieve our vision.

### We will do this by:

- Developing directorate and team strategy implementation plans to engage all our staff
- Consulting widely with key stakeholders, partners and commissioners on implementation of the strategy
- Service delivery and action plan development
- Co-design and reviews of services with beneficiaries and people with lived experience
- Working towards a framework of asset based community development

# Why we do what we do

We are already supporting ten times more people than five years ago but it is still not

enough. Our vision is to enable everyone in our communities to achieve better mental health.



Three quarters of people with mental health problems receive no support at all...

that's three out of every four people locally who really need our help



Poor people are more likely to have mental health problems...

we cover some especially deprived communities within our areas



Many black, Asian and minority ethnic people (BAME), first experience mental healthcare when they are detained, often involving police and long hospital stays...

we have large BAME communities not engaged with us at risk of this

Half of all mental health problems have been established by the age of 14, rising to 75% by the age of 24...

we need to help our children and young people



There is one death by suicide every two hours and at least ten times that number attempted. Suicide is now the leading cause of death for men aged 15-49...

we have a number of individuals and communities at increased risk



People with severe and prolonged mental illness tend to die younger...

we need to address physical as well as other factors

**The service has brought me a lot of awareness with regard to myself and the problems I go through in life. I now understand how to deal with situations that arise with a better frame of mind and understanding. I hope to take this with me and gain a more positive and patient outlook to myself, others and living daily. To keep up the practises.”**

**Course Participant**

## **Comments and Feedback**

We would welcome your feedback please email [jenny@togmind.org](mailto:jenny@togmind.org)

### **Tameside Oldham and Glossop Mind**

216-218 Katherine Street,  
Ashton under Lyne, Lancs, OL5 7AS



Telephone:  
0161 330 9223



@togmind  
@topazkitchen



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[www.togmind.org](http://www.togmind.org)



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