



Enabling everyone to achieve better mental health

Strategic Plan 2022 - 2027

 **Mind** Tameside, Oldham and Glossop

Some outcomes from our last 5 year strategy

Proactive

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

Provided Mental Health resources and support via our social media campaigns, schools assemblies and targeted events.

Provided Connect 5 training to over 1000 frontline staff across Greater Manchester.

Increased the range of services available to adult clients. In the last five years we have reached over half a million people.

Offered new treatment pathways, various online support options (Silvercloud) and guided self-help.

We have undertaken a number of community development projects in particular raising awareness of dementia and Covid-19 with CERI - (Communities Experiencing Racial Inequality) - who are at greater risk.

Provided services in over 10 different languages with regular mental health slots on Radio Ramadan and dedicated partnerships with mosques and temples.

We work across 50 different community locations and support other local organisations to use our community spaces.

We are open evenings and weekends (weekends prior to covid) offering a wide range of person-centred services including our listening spaces and counselling.

During the pandemic, we've innovated and implemented phone and online services, as well as continuous face-to-face delivery in COVID 19 compliant adapted spaces.

Empowerment

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

Over the past five years we have significantly increased our levels of service delivery and choice, including our range of IAPT services such as Silvercloud and Counselling for Depression.

We are able to deliver support with a true client centred model of working.

We have also implemented more Children and Young People's services and developed a fast-growing family support service based on the evidence based Anna Freud Model.

We are part of the Social Prescribing consortium in Oldham - a pioneering three year innovation partnership through a local consortium of voluntary and community organisations.



Responsibility

Ensuring services are safe, effective, and efficient.

Fully GDPR and IG compliant to deliver NHS contracts.

Better outcome monitoring systems and processes in place.

Remained a real living wage employer, disability confident employer and Mind Quality Mark award winner having excelled beyond expectations.

Implemented additional financial controls to ensure all costs are in line with charitable objectives.

Employed and implemented a business development department.

Implemented a Community development department to increase codesign and beneficiary engagement.

Ensured all our staff and volunteers classed as key worker, where offered COVID19 vaccines and lateral testing as a priority.

Best Together

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

We jointly provide services with over 100 other partners. Both on a formal and informal basis.

We have a presence at 80% of GP surgeries in Oldham and all other surgeries can refer into our community drop-ins.

We have engaged with 100% of education settings through awareness raising and sharing of our community offers. Throughout the last 5 years, over 60% receiving training/support/therapeutic delivery on site.

We work in partnerships across Gtr Manchester and in some cases nationally, for example the Big Umbrella, Active Monitoring Early Intervention Support and the Gtr Manchester Good Employment Charter.

We are part of both strategic and implementation mental health boards across Gtr Manchester and part of the National Mind Network.

We have developed new partnerships with local Multi-Agency Safeguarding Hubs (MASH) and home treatment teams.



Development

Actively learning to continually improve

Training academy legacy - The continuation of apprenticeships, PWP traineeships, counselling training and Connect 5 workforce training across Gtr Manchester.

Internal staff and volunteer induction training - digital roll out.

Supporting students in counselling, health and social care and other care based placements, to gain qualifications.

Rapid growth areas in children and young people / families support, where an increase in demand was received during COVID lockdowns.

Values based work with staff - now part of our recruitment process.

Work with local universities across Gtr Manchester in the co design of workforce development in mental health.

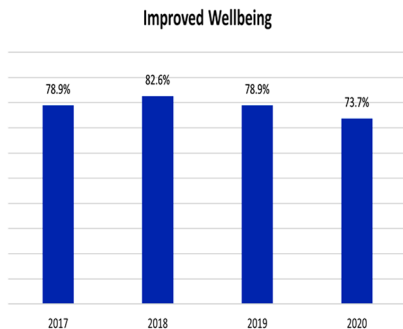
Independent research and evaluation: Our active monitoring programme and children and young peoples community hub services with Manchester University.

Lead on a workforce wellbeing training programme - Connect 5 across Gtr Manchester impacting over 1000 individuals and the areas they work in.

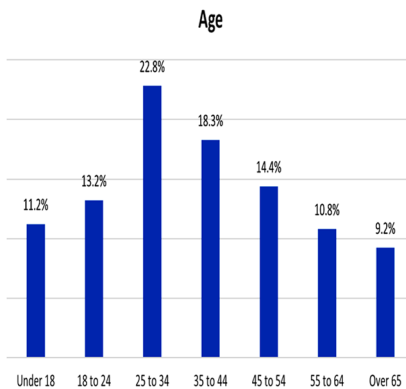
We have created and developed a guided self-help service that has been rolled out across England and Wales.

Key Statistics

The percentage improved via GAD-7, PHQ-9, YPCORE-10 where scores were returned:



Percentage of unique service users in 2020



Key Achievements and Innovations

1000+ Individuals completed our Connect 5 Mental Wellbeing Training across Greater Manchester - Delivered online.

600+ Individual people accessed early intervention support in the month of July with 98% receiving support in under 1 month.

442% Increase in referrals to our projects working with social isolation with over **150** people supported with wellbeing calls, shopping, games and mental health resources.

150+ New counselling clients accessing support since lock down with an additional **400** people receiving sign posting, support and referral information.

100+ Online Wellbeing Sessions since April including Mindfulness, Arts, Growing from home, social session and writing for wellbeing.

Digital resource design and provision. Provided to partners and the general public through our website and social media.

300+ Children and young people supported through 1-1 services with over **50** individual families supported through our dedicated Families in Mind team.

1500+ People from CERi - (Communities Experiencing Racial Inequality) supported through our dedicated partnerships with mosques and temples.



Our Vision

Enable 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.



Our Core Values

Relationships

We listen and ask questions to understand others and to build trust. People matter to us both inside and outside our organisation.



Aspiration

We support one another, clients and communities to achieve better mental health.



Learning

We seek insight and grow from experience; finding new or better ways to contribute to the field of mental health.



Potential

We encourage personal responsibility for development by discovering and realising the abilities and energies of people.



Our Story

Tameside, Oldham and Glossop Mind's story is our community's story.

Mind was founded by local members over 40 years ago and since then, we have been supporting people to overcome their mental health challenges and lead more fulfilling lives.

Today, our passion and values focus on building relationships and helping people to fulfil their potential by reaching out and providing the support they need to improve their wellbeing. This is also reflected in the work we do where we help people by listening to them, including them in designing the services we offer and constantly striving towards making our services more accessible.

By working in every town and village, we help improve the strength and resilience of the local community, creating the champions and heroes needed to improve both individual and collective mental health.

From Shaw to Audenshaw, Mind's volunteers and staff live, work and breathe in our diverse and proud local area, learning from each other, reducing stigma, and letting everyone know that it's okay to not be okay.

The people who work for us all have personal stories of overcoming mental health challenges, whether their own or someone else's. Many of our volunteers decided to selflessly give back to their community after using one of Mind's services. And over half of our staff began their journey with us as passionate volunteers.

In the future we want the stigma of mental health to have disappeared, and for accessing support services to be as simple as the weekly shop. Until then, we will continue to work with, and in, every community in Tameside, Oldham and Glossop supporting those who want to improve their wellbeing.



Enabling everyone to achieve better mental health

A 5-year plan for Tameside, Oldham and Glossop Mind 2022 - 2027

Our Vision:

Enable everyone in our communities to achieve better mental health

Support for mental health is more important than ever.

Mind's research shows that the Covid-19 pandemic had a huge impact on people across the UK, with 1 in 4 adults experiencing mental distress for the first time.

For others, the disruption, isolation and uncertainty of that time made existing problems even worse.

Stress, anxiety, depression and other mental health problems didn't go away when lockdowns ended. But people have become more aware of how important it is to acknowledge mental wellbeing and support each other.

Tameside, Oldham and Glossop Mind is passionate about helping everyone in our communities to overcome their mental health challenges.

That's why we're setting out our 5 goals for 5 years - a strategic plan to improve access to the mental health system and enable everyone to achieve better mental wellbeing.



Our Strategy

5 Goals for 5 Years

1. **Challenge the mental health system.**
Influence and innovate to create true collaboration.

How will we do it?

- Make changing the system the responsibility of the system. Not communities, and especially not communities experiencing inequalities.
- Build relationships rather than making transactions.
- Collaborate with other specialist organisations, rather than taking a competitive approach.
- Stay focused on the end result and the benefits for our people and communities.
- Be fast and responsive - ready for short-notice funding or to get involved with collaborations that have already started.



37% of people in the UK say they don't have the support or tools to deal with stress, pressure and other 'ups and downs' of life.

Our Strategy

2. Provide accessible, community-based services to support people in crisis.

How will we do it?

- Support adults, children, young people and families as they navigate the mental health system.
- Be available to people at times and places that suit them. Offer people different options for speaking to us: Groups, face-to-face, online, phone calls, outdoors and indoors.
- Build respectful relationships and recognise the possibility and effects of trauma.
- Establish a strong presence in our local communities and with care networks.
- Help ease the burden on the NHS and local authorities. Help them to develop appropriate clinical and medical support for the voluntary, community and social enterprise sector.



“I experienced a difficult childhood and often felt lonely, sad, isolated and worthless, as if my life had no value. Mind helped me find a passion for understanding and empathy that I never knew I had. I have been given hope, been supported, and encouraged to work hard, reflect and grow as I help others.” ~ **TOG Mind Worker**

Our Strategy

3. Increase, strengthen and diversify support for children, young people and families using a whole family approach

How will we do it?

- Get families and support networks involved in individual care.
- Extend our family service to include adult families and their support networks.
- Work with partner organisations to provide specialist family sessions. Focus on specific needs for example dementia.
- Provide more support for families looking for or going through a diagnosis or navigating other parts of the mental health system.



53% of 17 to 23-year-olds say their mental health has gotten worse over the last four years.

Our Strategy

4. Collaborate to invigorate and diversify the mental health workforce. Create opportunities for people who live and work in our communities.

How will we do it?

- Create exciting opportunities to train and work in health and social care services.
- Offer people the chance to retrain and work in the sector.
- Take a values-based approach to recruitment. Sharing our values is more important than peoples' specific experience.
- Recruit a diverse workforce and invest in career development for all.
- Encourage and support different paths to employment. Enable people with a wide range of backgrounds, education levels and skills to develop employment pathways.



“I was made redundant due to the pandemic, so I started volunteering for Mind in the Ashton office. I gained valuable experience, and this allowed me to find a job with another charity. I am forever grateful to Mind for helping me build a better life.” ~ **TOG Mind Worker**

Our Strategy

5. Keep communities and people at the heart of everything we do. Make sure all services are available to a wide range of diverse and emerging communities.

How will we do it?

- Partner with established organisations and community groups.
- Continue to work on reducing the stigma around mental health. Look for ways to remove barriers to seeking support.
- Create and offer ways for the people who benefit from our services to get involved and provide feedback.
- Operate as an anti-racist organisation.
- Make sure all services are accessible, sensitive, culturally aware, relevant and effective.



“My daughter was listened to very well, even though she was difficult to engage in a conversation. The support worker was really well skilled to communicate with her. I cannot fault the staff at all, and I cannot praise them enough! They are amazing, the care and attention they put into an individual, is second to none.” ~ **TOG Mind Client**

Call to action

Tameside, Oldham and Glossop Mind has been serving our community for more than 40 years.

Our mission is to provide innovative and accessible services to people and their families across our diverse communities.

We do this through positive solutions and strength-based, collaborative, compassionate working - creating services that work for people.

If you are looking for support, would like to volunteer, or just want to find out more about what we do, please get in touch with us, using the information over the page.



References

More than half fear lockdown ending as pandemic's impact on mental health laid bare, Mind, June 2021

Censuswide research for Mind, Co-op, Scottish Association for Mental Health and Inspire, November 2021

Mental Health of Children and Young People in England, 2021, NHS Digital

“The service I received was outstanding. My mental health issues have massively improved, I am able to work through my anxiety thanks to the help TOG Mind provided.”



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