



Guernsey

GUERNSEY MIND OPERATIONAL PLAN

01 April 2019 – 31 March 2020

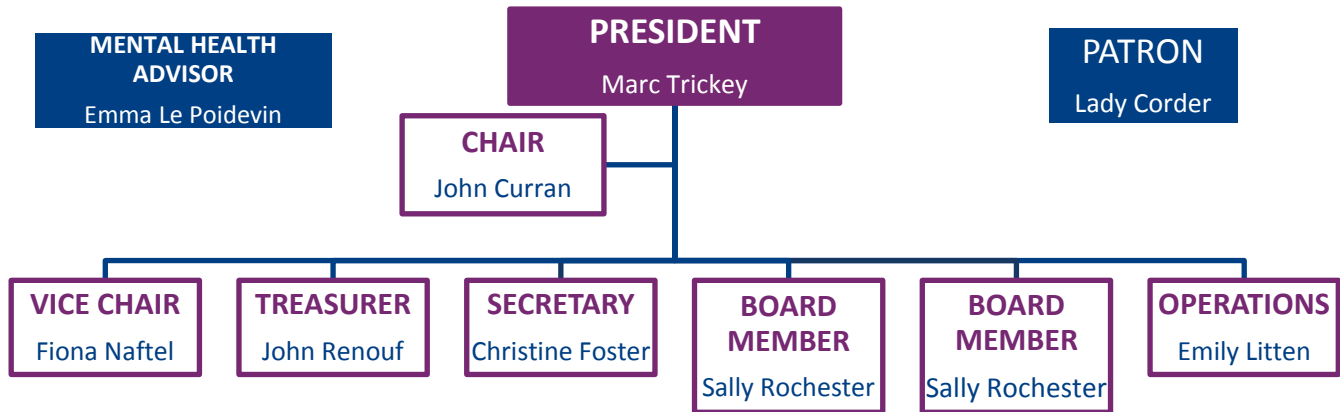


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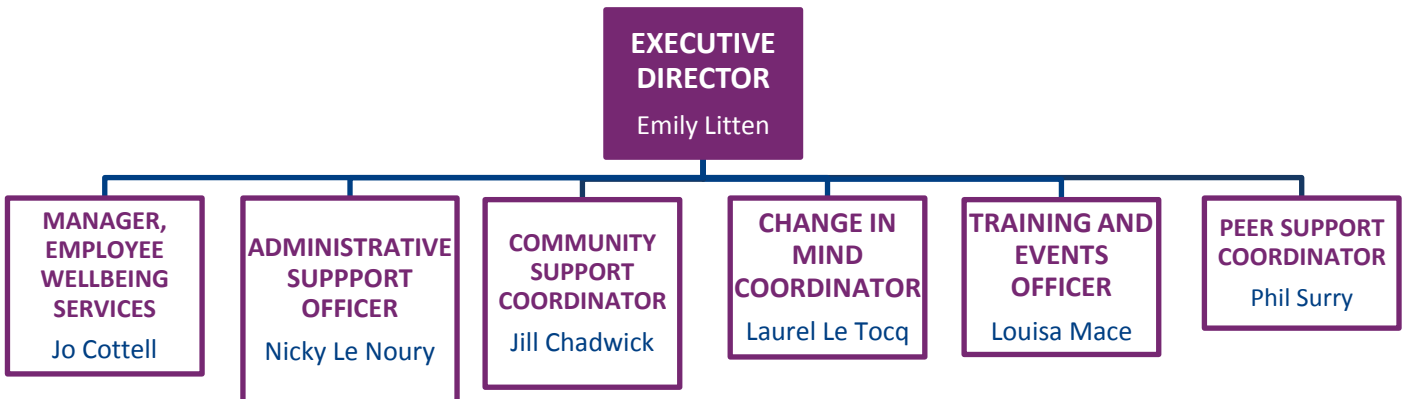
www.guernseymind.org.gg

ORGANISATIONAL STRUCTURE

BOARD OF DIRECTORS



STAFF



PEOPLE WILL HAVE MENTAL HEALTH NEEDS AT SOME POINT IN THEIR LIVES

WHAT ARE WE AIMING FOR?

Mission

Guernsey Mind provides a service that promotes positive mental health for the community. We campaign locally to improve services, raise awareness and encourage understanding, making it easier for people to get the right help as early as possible.

Vision

A society that has a positive attitude towards mental wellbeing and where the community embraces respect for all.

Values

Mind's values are at the heart of everything we do:

Open	We reach out to anyone who needs us
Together	We're stronger in partnerships
Responsive	We listen, we act
Independent	We speak out fearlessly
Unstoppable	We never give up

Clients

Guernsey Mind offer professional, good quality services to adults in the Bailiwick of Guernsey aged 18-65. We aim to reach the wider population of the 1 in 4 people who are experiencing a mental health issue at any one time.

Strategic goals

Guernsey Mind aims to work towards the following strategic goals during the period 01 April 2018 – 31 March 2022.

1. Ensure every employer in the Bailiwick understands and effectively manages mental wellbeing in their workplace.
2. Ensure Guernsey Mind is a recognised hub for mental wellbeing and pursue opportunities to further enhance the service we offer.
3. Campaign and lobby to improve services, raise awareness and encourage understanding of mental health issues.
4. Ensure Guernsey Mind is run effectively and sustainably for the benefit of those who need our support.

This document provides an operational plan for Guernsey Mind to reach these strategic goals during the period **01 April 2019 – 31 March 2020**.



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OUTCOMES 2019-20

1. EMPLOYERS	2. MENTAL WELLBEING HUB	3. CAMPAIGN AND LOBBY	4. EFFECTIVE AND SUSTAINABLE
Employers understand the wellbeing needs of themselves and their staff and have the knowledge to adopt the best policies and practices.	The Bailiwick of Guernsey is a community that supports, promotes and actively works to create a mentally healthy Bailiwick.	Community Organisations, the States of Guernsey and Businesses across the Bailiwick work closely together to improve mental health service delivery	Guernsey Mind has effective and relevant quality management practices and we can provide evidence that we are achieving our outcomes.
Employees feel confident to talk to their managers and ask for the support they need as soon as they need it.	All members of the community feel comfortable to express their mental health needs and prioritise self-management of their own mental wellbeing.	Positive attitudes towards mental health and wellbeing improve and suicide levels across the Bailiwick decrease	Guernsey Mind Board members and staff are appropriately trained and providing services at an excellent standard.
Mental wellbeing is championed in the workplace and is treated equally with staff physical wellbeing.	Third sector charities work together efficiently and effectively to create the best possible impact across the Bailiwick	All members of the community understand what mental health and wellbeing services are available across the Bailiwick and how to access them.	Guernsey Mind can cover 75% of annual costs through delivery of services and membership.



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PROGRAMMES 2018-9

STRATEGIC GOAL	PROGRAMME	KPI'S
<p>1. Employers</p>	<ul style="list-style-type: none"> • Mental Health First Aid Training • Managing MH in the Workplace Training • Staff Awareness Training • Consultation on reasonable adjustments, staff wellbeing plans and workplace policies • Thriving at Work Self-Assessment • This is Me campaign 	<ul style="list-style-type: none"> • 200 people trained in 2-day MHFA • 50 people trained in 1-day MHFA • 2 x MHFA training in Alderney • 1 new MHFA Instructor • 2 network meetings of MHFA's to share good practice. • 32 people trained in Youth MHFA (Grammar School commissioned) • 25 employers trained • 600 members of staff trained • 6 employers committed to Thriving at Work Self-Assessment • 5 Workplace Champions identified • 1 x This is Me video launched • Workplace Wellbeing Guernsey Leaflet • Develop Workplace Listening Skills training • Deliver Listening Skills training to 1 employer • Evaluate impact of workplace interventions with 4 employers
<p>2. Mental Wellbeing Hub</p>	<ul style="list-style-type: none"> • The Hope Singers Choir • Walk and Talk • Man Club • Mums Matter • 1,000 Minds Champions • Blue Light Programme • Express Yourself. Creative expression and positive mental health • Mind in Alderney • Community Centre • Signposting. A listening and referral service • Guernsey Mental Health Week 10-17 October • Merger of local mental health charities 	<ul style="list-style-type: none"> • 80 members Hope Singers Choir Guernsey • 15 members Walk and Talk Guernsey • 25 Man Club Members Guernsey • 6 Man Club volunteers trained to facilitate groups • 15 Mums Matter members Guernsey • 6 Mums Matter volunteers trained to facilitate groups • 500 people signed up to 1,000 Minds • 4 x 1,000 Minds events • 4 Meetings of Blue light champions held • 5 Blue light champions trained as Mental Health and Wellbeing Officers • 12 champions media spreads • 24 days spent in Alderney • 6 volunteers in Alderney trained to facilitate groups • Launch of Wellbeing Centre in Alderney • 10 members Walk and Talk Alderney • 10 Members Man Club Alderney • 20 Members Hope Singers Choir Alderney • Morning drop in held 3 x per week Alderney • 30 weekly footfall at Alderney Wellbeing Centre • 3 Express Yourself events • 13 self-help groups use Centre • 150 weekly footfalls at Lions Mind Centre • 24 signposting sessions • Alderney leaflet • 1 x Alderney This is Me video launched • Create a plan to bring L'Vair and GSF under the Mind umbrella



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		<ul style="list-style-type: none"> Promotional material – 150 coasters, 500 pens, 1,500 stress balls, 3 pull up stands (Mums Matter, Mind Alderney, Man Club)
<p>3. Campaign and Lobby</p>	<ul style="list-style-type: none"> Guernsey Mental Health and Wellbeing Plan 2017-20 Healthy Weight Technical Group Your Voice: Bailiwick Mental Health and Wellbeing Survey Mental Health and Autism training partnership Team Talk. Positive mental health in Sport Stop Male Suicide. Better Support for Men’s Mental Health Mums Matter campaign Blue Light Programme Social media and website Local resource booklet 	<ul style="list-style-type: none"> 3 meetings with Nikki Brink Chair of GMHWP Steering Group 2 meetings of Healthy Weight Technical Group Results of Your Voice Survey published 2 x workshops on results of Your Voice Survey 8 people with Autism/Asperger’s receive Beating the Blues programme 1 Team Talk workshop 2 Team Talk videos Launch partnership with GFC 2 Mental Health and Wellbeing Officers in sport 2 Teams signed up to Team Talk campaign 2 SMS partnerships Mums Matter Campaign launched 1 Mums Matter video 5 champions for Mums Matter campaign identified 5 Blue light Services signed up to be Blue Light Champions 1 Blue Light video 2 Blue Light Mental Health and Wellbeing Officers 2,300 facebook likes, 1,500 twitter followers, 200 Instagram followers, 200 Linked In connections Launch new Mind webiste Resource booklets in all GP surgeries. 2 x presentations as an Equality Ambassador
<p>4. Effective and sustainable</p>	<ul style="list-style-type: none"> Mind Quality in Mind (MQM) Effective board governance Annual 10km Fun Run Corporate training Individual membership schemes Increase capacity of the Mind Centre 	<ul style="list-style-type: none"> Awarded Quarterly MQM’s Mind Annual Return completed Annual Operational Plan agreed by Board. Annual budget is produced. Annual Accounts are externally reviewed and agreed by Board. Quarterly Evaluation Reports are published Quarterly management accounts are agreed by Board 6 Board meetings take place and minutes are approved by Board. Board Sub-Committees are established Quarterly Staff Reviews take place All organisational policies are reviewed and agreed Staff trained according to Clinical Governance Policy All codes of conduct are reviewed and signed by staff, board and volunteers All police checks are in place Volunteer training written 2 x volunteer training sessions launched 12 people signed up as volunteer group facilitators 500 people take part in Fun Run £50,000 generated by training £50,000 of income generated from fundraising bids and events



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		<ul style="list-style-type: none"> • Membership scheme launched • Create Centre Management plan for Guernsey • Create Centre Management Plan for Alderney • Capacity to deliver services at the Lions Mind Centre is increased. • All services are appropriately reviewed, and client feedback incorporated • Income and expenses are dealt with within 1 month of receipt • External HR support is established • Volunteer Coordinator established in Guernsey • Volunteer Coordinator role employed in Alderney • Staff Pension Scheme is in place
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1. ENSURE EVERY EMPLOYER IN THE BAILIWICK UNDERSTANDS AND EFFECTIVELY MANAGES MENTAL WELLBEING IN THE WORKPLACE.

We recognise that employers are in a position where they can have a significant impact on the mental wellbeing of the people who work for them. We know that employers prioritise staff wellbeing, but often don't have the knowledge or resources to support staff who are struggling. We know that people find it difficult to identify their own needs, let alone to express to colleagues and managers what they can do to support their needs at work. We believe that increased knowledge and better access to a range of community resources and support will make a big difference. We think that change needs to be led from the top down and championed from the bottom up. We want mental health and physical health to be treated equally within the workplace.

OUTCOMES BY MARCH 2022:

- Employers understand the wellbeing needs of themselves and their staff and have the knowledge to adopt the best policies and practices.
- Employees feel confident to talk to their managers and ask for the support they need as soon as they need it.
- Mental wellbeing is championed in the workplace and is treated equally with staff physical wellbeing.

OUTCOMES	OUTPUTS 2018/19	DATE DUE	WHO
Employers understand the wellbeing needs of themselves and their staff and have the knowledge to adopt the best policies and practices.	<ul style="list-style-type: none"> • Workplace Wellbeing Guernsey Leaflet published • Develop Workplace Listening Skills training. • Deliver Listening skills training to 1 employer • 25 employers trained • 600 members of staff trained • 6 employers committed to Thriving at Work Self-Assessment 	30/06/19 30/09/19 31/12/19 31/03/20 31/03/20 31/03/20	JC JC JC JC JC JC
Employees feel confident to talk to their managers and ask for the support they need as soon as they need it.	<ul style="list-style-type: none"> • 5 workplace champions identified • 1 x This is Me video launched 	31/12/19 31/12/19	LM/JC LM/LLT
Mental wellbeing is championed in the workplace and is treated equally with staff physical wellbeing.	<ul style="list-style-type: none"> • 1 new MHFA Instructor • 2 MHFA training sessions held in Alderney • 2 network meetings of MHFA's to share good practice. • 32 people trained in Youth MHFA (Grammar School commissioned) • Evaluate impact of workplace interventions with 4 employers • 200 people trained in 2-day MHFA • 32 people trained in 1-day MHFA 	30/09/19 31/12/19 31/12/19 31/12/19 31/12/19 31/12/19 31/03/20 31/03/20 31/03/20	JC/FN JC/LM/FN JC/LM EL LM JC/LM/FN JC/LM



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management of their own mental wellbeing.	<ul style="list-style-type: none"> • 24 signposting sessions • 1 x Alderney This is Me video launched 	31/03/20 31/03/20	EL EL/LLT
Third sector charities work together efficiently and effectively to create the best possible impact across the Bailiwick.	<ul style="list-style-type: none"> • Launch of Wellbeing Centre in Alderney • Create a plan to bring L'Vair and GSF under the Mind umbrella • 30 weekly footfall at Alderney Wellbeing Centre • 24 days spent in Alderney 	31/05/19 31/12/19 31/03/20 30/09/19	JCh/EL/NLN EL JCh EL



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3. CAMPAIGN AND LOBBY TO IMPROVE SERVICES, RAISE AWARENESS AND ENCOURAGE UNDERSTANDING OF MENTAL HEALTH ISSUES.

We know that positive change needs everyone to work together to provide effective and efficient services. We know that there is a lot of good work being done across the Islands but there is a lack of information about what is available. We want everyone to be able to access the services that they need when they need it. We want the services that are provided to be safe, for us to expect services to be of a high standard and to have the right to voice our concerns when the quality is not good enough. We want to understand what Islanders think about mental health and wellbeing and to listen to what they need. We want to offer information and training about mental health and provide opportunities to work together to make services more accessible. We want people to talk about mental health in a positive and proactive way. We want mental health and physical health to be treated in the same way.

OUTCOMES BY MARCH 2022:

- Community Organisations, the States of Guernsey and Businesses across the Bailiwick work closely together to improve mental health service delivery
- Positive attitudes towards mental health and wellbeing improve and suicide levels across the Bailiwick decrease
- All members of the community understand what mental health and wellbeing services are available across the Bailiwick and how to access them.

OUTCOMES	OUTPUTS 2018/19	DATE DUE	WHO
Community Organisations, the States of Guernsey and Business across the Bailiwick work closely together to improve mental health service delivery	<ul style="list-style-type: none"> • 5 Blue light Services signed up to be Blue Light Champions • 5 champions for Mums Matter campaign identified • Results of Your Voice Survey published • Mums Matter Campaign launched • 2 x workshops on results of Your Voice Survey • Launch partnership with GFC • 8 people with Autism/Asperger’s receive Beating the Blues programme • 3 meetings with Nikki Brink Chair of GMHWP Steering Group • 2 meetings of Healthy Weight Technical Group attended • 1 Team Talk workshop • 2 Teams signed up to Team Talk • 2 x presentations as an Equality Ambassador 	30/06/19 30/06/19 30/06/19 30/09/19 30/09/19 30/09/19 31/12/19 31/03/20 31/03/20 31/03/20 31/03/20 31/03/20	EL EL EL LLT EL LLT EL EL EL LLT LLT EL
Positive attitudes towards mental health and wellbeing improve and suicide levels decrease	<ul style="list-style-type: none"> • 1 Mums Matter video • 1 Blue Light video • 2 Team Talk videos • 2 SMS partnerships • 2,300 facebook likes, 1,500 twitter followers, 200 Instagram followers, 200 Linked In connections, new website finalised 	30/09/19 31/12/19 31/03/20 31/03/20 31/03/20	LLT LLT LLT PS LLT



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All members of the community understand what mental health and wellbeing services are available across the Bailiwick and how to access them.	• Launch new Mind website	30/06/19	LM
	• Resource booklets in all GP surgeries	30/06/19	LM
	• 2 Mental Health and Wellbeing Officers in sport	31/12/19	LLT
	• 2 Blue Light Mental Health and Wellbeing Officers	31/03/20	EL
	• 24 signposting sessions	31/03/20	EL



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4. ENSURE GUERNSEY MIND IS RUN EFFECTIVELY AND SUSTAINABLY FOR THE BENEFIT OF THOSE WHO NEED OUR SUPPORT.

We know that for our services to be sustainable, effective and far-reaching we need to have a governance structure that supports a flexible and professional approach. We know that we need to ensure our financial planning is sustainable over a long period. We know we need to be able to provide evidence to evaluate the services that we are providing. We want to be able to deliver the best possible services that meet the needs of people in the Bailiwick. We know that we will only be able to achieve this if we continue to work with other organisations and to share our resources. We want to invest in our own development so that we can become financially self-sustaining.

OUTCOMES BY MARCH 2022:

- Guernsey Mind has effective and relevant quality management practices and we can provide evidence that we are achieving our outcomes.
- Guernsey Mind Board members and staff are appropriately trained and providing services at an excellent standard.
- Guernsey Mind can cover 75% of annual costs through delivery of services and membership.

OUTCOMES	OUTPUTS 2018/19	DATE DUE	WHO
Guernsey Mind has effective and relevant quality management practices and we can provide evidence that we are achieving our outcomes.	<ul style="list-style-type: none"> • Annual Operational Plan is produced • Annual budget is produced. • Board Sub-Committees are established • Mind Annual Return completed • Create Centre Management Plan for Guernsey • Create Centre Management Plan for Alderney • Annual Accounts are externally reviewed and agreed by Board. • Awarded 4 x Quarterly Mind Quality in Mind (MQM) • Quarterly Evaluation Reports are published • Incomes and expenses are dealt within in 1 month of receipt • Quarterly management accounts are published • 6 Board meetings take place and minutes are approved by Board. • External HR support is established • All services are appropriately reviewed, and client feedback incorporated 	30/04/19 30/04/19 30/06/19 30/09/19 30/09/19 30/09/19 31/03/20 31/03/20 31/03/20 31/03/20 31/03/20 31/03/20 31/12/20 31/12/20	EL EL/JR JCu EL EL/NLN EL/NLN JR EL EL NLN JR JCu EL EL
Guernsey Mind staff and volunteers are appropriately trained and providing services at an excellent standard.	<ul style="list-style-type: none"> • Volunteer training written • Volunteer Coordinator established in Guernsey • Volunteer Coordinator employed in Alderney • All organisational policies are reviewed and agreed • All codes of conduct are reviewed and signed by staff, board and volunteers • All police checks are in place • 2 x volunteer training sessions held • 12 people signed up as volunteer groups facilitators • Quarterly Staff Reviews take place 	30/06/19 30/06/19 30/09/19 30/09/19 30/09/19 30/09/19 31/12/19 31/12/19 31/03/20	EL/ELP EL EL EL EL JC EL PS/JCh EL



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	<ul style="list-style-type: none"> • Staff trained according to Clinical Governance Policy • Staff pensions are established 	31/03/20	EL
		30/06/19	EL
Guernsey Mind cover 75% of annual costs through delivery of services and membership.	<ul style="list-style-type: none"> • 500 people take part in Investec Guernsey Mind Fun Run • £50,000 of income generated from training • £50,000 of income generated from fundraising bids and events • Individual membership scheme launched • Capacity to deliver services at the Lions Mind Centre is increased 	30/09/19 31/03/20 31/03/20	LLT JC EL
		31/03/20 31/03/20	EL EL



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