

ANNUAL IMPACT REPORT

- 1st April 22 - 31st March 23 -



"To promote the mental and emotional health and wellbeing of the public through the provision of Information, Advocacy, Training and Support"

Charity number: 11238:42 Company number: 06468412



WELCOME

MHM Wales is delighted to present its annual impact report for the reporting year of the 1st of April 2022 to 31st March 2023

This report covers the activities and achievements of MHM Wales during the above reporting year, and outlines our progress towards achieving our mission statement.

We delivered a range of services and initiatives, including advocacy, wellbeing, dementia services, training and support groups. We also worked in partnership with other organisations and stakeholders to promote mental health and wellbeing across the country.

Our impact report highlights the positive outcomes of our work, including increased access to mental health services, reduced the stigma around mental health, and improved mental health outcomes for those we support.

We are proud of the progress we have made, but we also recognize that there is still much work to be done.



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RICHARD JONES
CHIEF EXECUTIVE OFFICER

MHM WALES

Supporting
People Affected
By Mental Health

I am delighted to present the annual report for Mental Health Matters Wales for the reporting period of April 2022 to March 2023. This past year has been marked by significant growth and progress as we strive to provide essential support to individuals who require mental health and wellbeing services.

Our devoted staff teams and volunteers have worked tirelessly to ensure our services remain accessible and effective for those seeking mental health and wellbeing support and the demand for our services has increased, and in response, we have expanded our reach and resources to better serve our community.

Through strategic partnerships, innovative programs, and targeted outreach efforts, we have successfully connected with more individuals and made a positive impact on their mental health and wellbeing. Our focus has been on raising awareness, reducing stigma, and delivering high-quality care and support to those facing mental health and wellbeing challenges.

In addition to our core mental health services, we have also made progress in advocacy services. These services provide crucial support for individuals navigating the mental health system and advocate for their rights through initiatives such as PRPR (Providing Relevant Professional Roles). Our IMCA (Independent Mental Capacity Advocacy) and Litigation Friend services have also been instrumental in providing support for individuals who lack mental capacity and require representation in the court of protection.

Our well-being services have expanded to include holistic approaches to mental health, focusing on promoting overall well-being through activities like exercise, music, art and mindfulness practices. By offering these services, we aim to help individuals improve their mental health and quality of life through a holistic approach to wellness.

Furthermore, our dementia service continues to provide specialised support for individuals living with dementia and their caregivers. Through tailored programs, resources, and support groups, we seek to enhance the quality of life for those affected by dementia and provide much-needed assistance and guidance.

I am proud of the progress we have made this past year and grateful for the dedication of our staff, volunteers, and supporters who have helped us advance our mission of promoting mental health and well-being in Wales. Thank you for your continued support, and together, we can make a meaningful difference in the lives of those in need of mental health support.

ABOUT US

We are an independent, non-profit and non-political charity which works with people who have a mental health related issue, other voluntary organisations and statutory services to promote mental well-being. We aim to ensure there is a comprehensive range of mental health services throughout Wales.

Our objective is to support people to make long-lasting changes in the areas of their lives that are currently not working for them. We aim to provide the best support to people affected by mental health, their families and carers.

Our Mission Statement:

"To promote the mental and emotional health and wellbeing 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 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





OUR BOARD

MHM Wales presents its report and audited financial statements for the year ended March 31st 2023. 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 Board:

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.

Name:	Position:
Richard Young	Chair
Pat Nolan	Vice Chair
Suleman Hawas	
Ramsey Jamil	
Dhanisha Patel	
John Spanswick	
Natalie Silcox	
Elaine Tanner	
Paige Connett-White	Resigned - 7th Nov 2022

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 Paige Connett-White who left during the reporting period and welcome Natalie Silcox and Elaine Tanner.

ADVOCACY SERVICES



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 2022 to March 2023. During this period the Advocacy team have again been awarded the Quality Performance Mark QPM. All our Advocacy services underwent an external audit prior to gaining the award. Below is some feedback that we received from the assessor

The service's reputation in Wales is top class. One stakeholder commented that "it is my genuine feeling that they are well renowned in Wales for their skill and expertise, and kudos to the management team for that."

- The leadership team is exceptionally well respected, both internally within the service and externally by stakeholders.
- Advocates demonstrated a sound understanding of their roles and provided examples of person led, communicative, and effective advocacy support.
- Feedback received about the advocacy service was very good, praising the "incredible" advocates for the work they do in support of individuals

MHM Wales Advocacy department consists of a number of Advocacy projects both statutory and non-statutory. These services received a total of 2023 referrals over 2022-2023 which is a 17% increase on 2021-2022

They are:-

- Independent Mental Capacity Service (IMCA)
- Paid Relative Persons Representative (PRPR) / 1:2 Representative.
- Litigation Friend Services (L/F)
- Independent Professional Advocacy Service (IPA)
- Professional Independent Advocacy (PIA)
- Nearest Relative (NR)



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 23 Advocates employed across these services. As well as two part administer who deal with the ever increasing number of referrals the services received over the year.

The following is a general description of each of the Advocacy Services provided by MHM Wales and the feedback we have received.

IMCA SERVICE



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

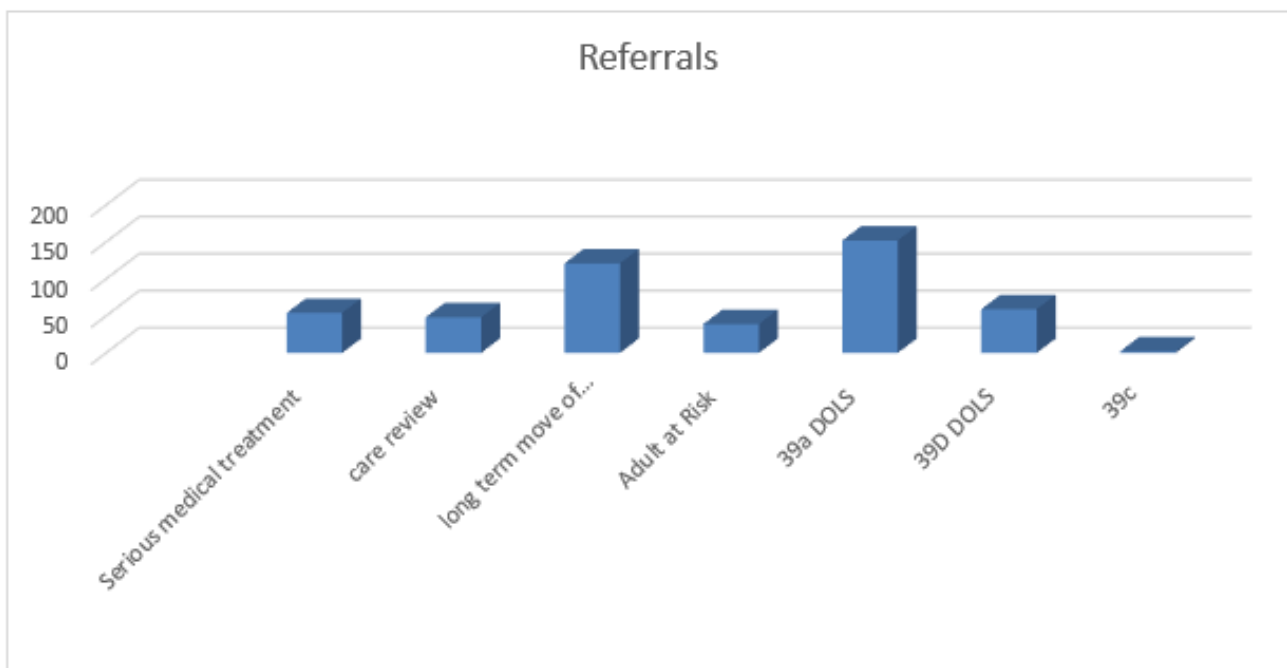
The Mental Capacity Act 2005 made provision for the first ever statutory Advocacy Service (IMCA), to be commissioned by the Local Health Boards.

The IMCA service has been provided by MHM Wales since its inception in 2007.

MHM Wales provides the IMCA Services across South West Wales – Bridgend, Swansea and Neath Port Talbot and West Wales – Carmarthen, Pembrokeshire and Ceredigion

The services are commissioned by Abertawe Bro Morgannwg University Trust and Hywel Dda Health Board.

The services received a Total of 475 of referrals during 2022-2023 this is an increase of 21% on the previous year. There are two teams of dedicated IMCAs working across these areas.



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; particularly Social Workers and Medical Staff to appoint an IMCA for anyone aged 16 or over, who had been deemed as lacking capacity and that 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

Changes to the Service.

Due to the up and coming legislative changes the service has received extra funding at the latter part of the year. Thus enabling MHM Wales to recruit three additional IMCAs .This will ensure we are able to meet the extra deemed that will be placed on the service due to these changes.

Expansion of the IMCA role

The IMCA role was expanded with the introduction of the Deprivation of Liberty Safeguards in 2009. However this will be changing at some point next year due to legislative changes.

However at present IMCAs are part of the assessment process under the MCA 2005 they are as follows :-

(Section 39A) - IMCA's can also be appointed once an authorisation is in place

(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 Relevant Persons Representative

PRPR SERVICE

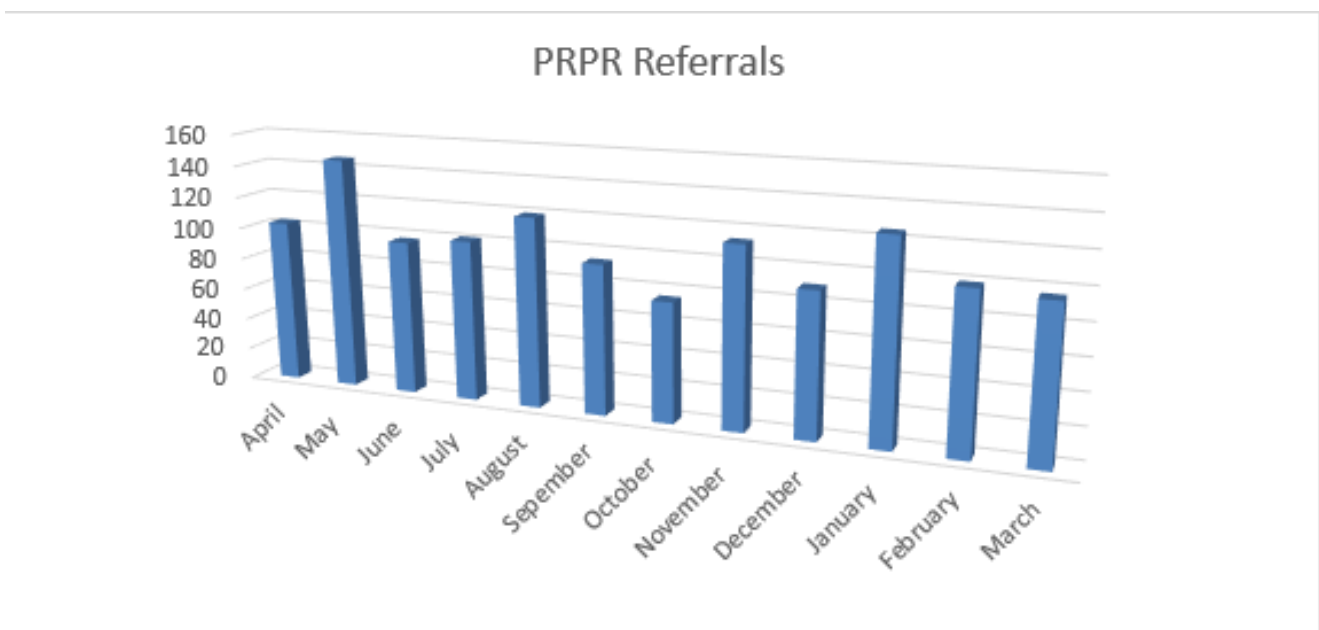


The Mental Capacity Act (MCA) 2005 states that once a standard authorisation under the Deprivation of Liberty Safeguards (DoLs) has been approved.

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 continued to expand over the past year. 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 is now providing 1:2 Representatives for clients on a community DOLS so any one in Supported living or in their own Home.

The service received a total of 1266 Referrals over the past year.



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.

This is something we do on a regular basis. We will often then be appointed as the Litigation Friend for the duration of the proceeding's.

LITIGATION FRIEND



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.

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.

What is a Litigation Friend? (L/F)

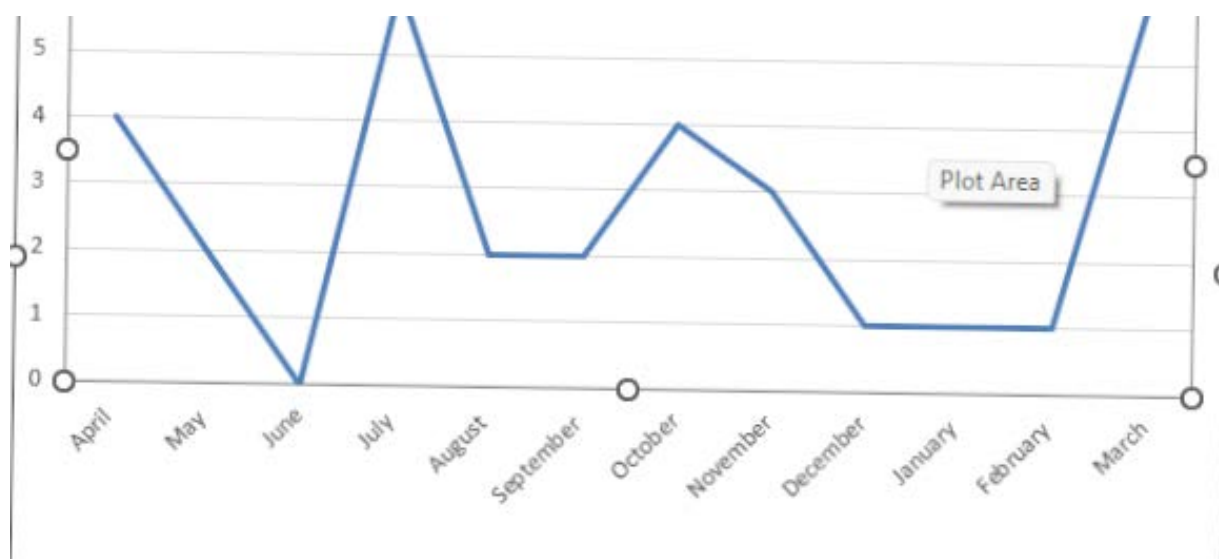
A Litigation Friend is a person who can fairly and competently conduct proceedings on behalf of a protected party (a person who by reason of mental disorder is incapable of managing and administering his own affairs). The litigation friend may be appointed by court order. (<https://uk.practicallaw.thomsonreuters.com>)

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.

As well as carrying out the Litigation Friend Role (L/F) in many of our PRPR cases. We have a spot purchase Litigation Friend Service. 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 Court of Protection.

We have received a total of 31 referrals over the past year to act as L/F.



IPA SERVICE

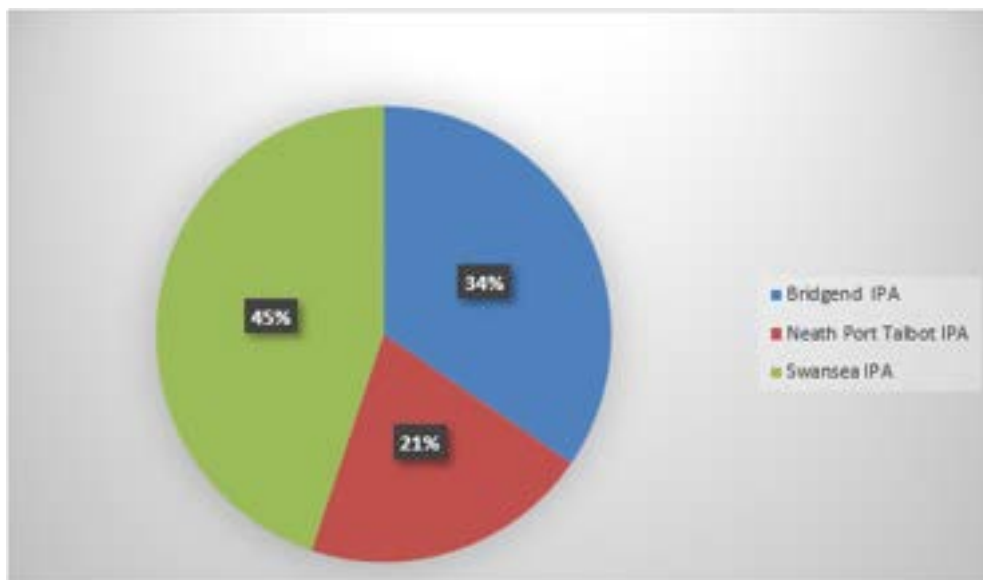


MHM Wales is proud to be the chosen provider of Independent Professional Advocacy Services in Bridgend, Neath Port Talbot, and Swansea. Our success in securing the IPA service in the Bridgend area means that we will continue to offer this vital support for the community.

Furthermore, due to the noteworthy impact our services have had in Neath Port Talbot and Swansea, both local authorities decided to increase our funding. This means that we have been able to extend our services and increase the hours of support provided to those in need.

We are committed to ensuring that every individual receives the advocacy and support they deserve, and we are pleased to see the positive outcomes of our work reflected in the increased support from local authorities. We are thankful to all our supporters and partners for helping us make a difference in the lives of those we serve.

During 2022-2023 MHM Wales received a total of 243 referrals across the three services.



These service 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".

All 3 services receive referrals from a number of sources such as Social Services, Health Services and Self Referrals as well as other organisations.

The referrals cover a spectrum of different issues that people face e.g. Care Home move, Support to access Social Services , Support with appointments with Psychiatrists/Social Workers and support to use complaint procedures. A number of referrals we receive are around Child Protection issues these case can often these cases can be challenging and time consuming

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 making sure that a person’s rights are protected when they are unwell.

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.

In Conclusion

MHM Wales Advocacy services have continued to expand over the last year with more challenging cases being referred. We continue to provide a safeguard for many vulnerable people in our society

DEMENTIA HUB



The Dementia Hub is the first its kind in Bridgend, aiming to bring local dementia services together using the hub and spoke method through the provision to provide the latest support, information, advice and activities to those living with Dementia.

The hub is a one-stop place for information and activities to help

- People worried about their memory
- People who care about someone with a memory issue
- Those diagnosed with a type of dementia
- Those who care for someone living with dementia

We provide:

- Signposting to support in the local area and national sources of information
- Activities throughout the week to reduce isolation and loneliness for people for people living with the Dementia and their carer
- A space for peer support during activities at the hub

The hub officially opened on the 1st of December 2023 after a successful pilot which MHM Wales delivered in Partnership with Dementia Friendly Swansea. During its first quarter (Jan - Mar 2023) the hub engaged with and provided information to approximately **430** individuals.



The dementia hub is open 5 days a week from Monday to Friday, and provides various activities delivered from the hub and from its pop up hubs, located in Porthcawl, Sarn, Orgmore and Maesteg.

- Coffee mornings,
- Carers group,
- Art Sessions,
- Wellbeing workshop,
- LIFT & Boccia,
- Wellbeing walks
- Music group
- as well as general activities. like quizzes, mindfulness,, virtual reality, etc



THERAPEUTIC SUPPORT



Overview

- We continue to deliver one-to-one support, befriending and group activities at St. David's Hospital (Mondays, Thursdays and Fridays) and Lakeside Hospital (Tuesdays and Wednesdays).
- The team cover Wards Glan Ely, Elizabeth, Rhydlafer and Lansdowne at St. David's Hospital and Wards 1 and 2, IACU A and IACU B at Lakeside Hospital.
- The Wellbeing Activity Team received Manual Handling training in November and can now transport patients to and from activities.

Partnership Working

- Welsh National Opera performances continue to run every Friday from 11am until 12pm in the foyer at St. David's Hospital and patient attendance can be as high as 18.
- Rubicon Dance sessions continue to run every Monday from 10am until 12pm at St. David's Hospital and every Wednesday at Lakeside Hospital. Patient attendance, on average, is around 6.
- Our partnership with Pets as Therapy, beginning in November, has been immensely popular with patients and hospital staff. Pablo, a Poodle, visits St. David's Hospital every other Monday at 2pm while Flo, a Border Collie, visits Lakeside Hospital every Wednesday at 1pm.
- We are part of the Dementia Learning and Development Steering Committee regularly attending meetings.
- In August, we joined the Opening Doors for Brain Workout series which is aimed at breaking down barriers for those living with Dementia. The Wellbeing Activity Team have attended events at India Centre in Cardiff as well as an event in Cowbridge Townhall.
- Cardiff and Vale Health Charity continue to fund and support many of the projects we work alongside.
- In December, we began a collaboration with En Pointe Theatre Arts, a children's ballet troupe, who then gave a Christmas performance for patients at St. David's Hospital. We look forward to more performances in the coming year.

Activities

As well as one-to-one conversations and befriending, the Wellbeing Activity Team regularly deliver:

- OMI Machine Activities.
- Board Game Sessions.
- Arts and crafts.
- Creative Writing Sessions.
- Mindfulness Meditation.
- Bingo and Bubbly – every Tuesday at Lakeside Hospital: a game of bingo and non-alcoholic prosecco.



CAMHS SUPPORT



During the reporting period our eating disorders support team provided peer support to children and adolescents who have eating disorders within hospital inpatient settings and community settings.

The team created a form of exploring and creating personal goals, working towards combating distraction techniques for their anxiety around food and daily life which seems to be working very well. If the individuals felt they needed extra support, our team were in contact with youth counselling.

We have set goals to improve their thoughts around food, we are working towards being involved family shopping, cooking and food selection.

We are also supporting other aspects of their anxiety in order to gain confidence and to leave the house and to feel purposeful. In regards to the family, we provide information for families around eating disorders so that they can understand what and how best to support their child/adolescents needs.

We have engaged with the young person to understand their needs and we have identified that some are having difficulties attending school therefore, we have written a letter and engaged with the wellbeing officer to work towards a plan for getting back into education as this has impacted on their mental health and eating disorder.

Over the reporting period our team worked closely with CAMHS as well as the below services, who we wish to record our thanks to:

- BAVO – Bridgend (Networking manager)
- Triage Support Worker – RCT
- Eye to Eye Counselling – RCT
- Early Help Intervention Team – Bridgend
- Be Active Wales – Youth activities
- YEPS – Youth engagement for schools – RCT
- Interlink – RCT
- ARC – CELT project
- Inspire to work – RCT
- Valley Steps & Valley Kids – RCT
- Cwm Taf Health Board
- Signpost Cymru
- Barnardo's (Bridgend)
- Bridgend GP Surgery's
- Bridgend Council
- ARC
- INSPIRE
- Battle scars
- BEAT
- NHS collaborative (Trusted Adults in Children's lives)

"Thank you for being so understanding and you 'get me', I feel like I can talk to you about anything, I see the light and the end of the tunnel again".

"We had such a lovely meeting and we really enjoyed your company, you made talking about things really easy and we wish we could meet with you every day!"

We are her 'best' / 'favourite' so far when talking about her experience with other interventions / services.

"I liked that you helped me with everything I struggle with not just my eating disorder"

INFORMATION SERVICE



It has been a busy time with going out and about with our information stand and attending events.

First of all, October 10th was World mental health day and we celebrated that by hosting an event here at MHM Wales. We invited a number of other agencies and had an open day for everyone to attend and share information. We had a good turn out and a number of connections and information sharing was made.

We have a regular bi weekly stand at the local hospital, Princess of Wales, Bridgend. Here we have a prime spot in the main concourse and have managed to engage and continue to engage with both staff, wards, patients and visiting public. We are able to share not only MHM Wales information but by talking to people face to face we are able to signpost them to the best services for them.



We were invited to British airways roadshow at their HQ in Cardiff to speak to staff about our services and mental health. It was a corporate networking event and we were able to not only share information with other service providers attending but also speak to staff and provide information for their specific needs. This has also led to them enquiring about us providing some training to their staff around mental health

We attended at Heronsbridge family open day. We were able to share information with a number of other organisations and interact with the public and signpost them to our services.

We attended Rhondda leisure centre for wellbeing advice day and shared information with the public and other organisations

TALKING CONNECTIONS



Talking Connections is a Community based Counselling Service which has completed its seventh 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.

Talking Connections provides face to face sessions as well as telephone and Zoom appointments. Due to this we have received volunteer counsellor referrals from Universities in North Wales, as well as Nottingham, and Derby. Talking Connections has recruited 38 volunteer counsellors from January 2023 to January 2024.



During the reporting period we have Received **372 referrals** compared to 328 referrals the previous year we are proud to say that Talking Connections has a minimum 12 week waiting list.

Talking Connections can now provide counselling in multiple languages, primarily:

- Welsh
- French
- Hindi

MHM Wales would like to thank all the volunteer counsellors and UWS, Bangor University, Coleg Llandrillo, The Way Forward Centre, Bridgend College, and Cardiff and the Vale University, University of Derby, Sherwood Psychotherapy Training Institute, and Coleg y Cymoedd for providing an excellent service supporting those in need.

We would also like to acknowledge the financial support of ARC for providing funding for the Youth counselling to which individuals from 18-25 can receive 10 sessions for free when referred to the service by their service.



TRAINING



Training Mental Health First Aid

During the reporting period, MHM Wales provided **72** free Mental Health First Aid places to those who live or work in the Bridgend, Neath, Port Talbot, Swansea and Newport area.

The Mental Health First Aid course content aims to help create stronger, more resilient individuals, communities, and workplaces by:

- Raising awareness of mental health issues in the community and the workplace
- Teaching people how to spot early signs of mental ill health & provide early intervention first aid for others
- Teaching people to better take care of their own wellbeing
- Helping organisation to effectively embed mental health first aid into their policies, procedures, and systems.

This training is also likely to have reduced stigma surrounding mental health issues, with those trained promoting more open and understanding discussions about mental health. Additionally, Mental Health First aid training can help equip individuals with the skills and confidence to appropriately support someone who may be experience a mental health crisis.

Overall, this training has hopefully promoted better mental health outcome for individuals as the trained individuals will be able to provide support to those within their social network, work colleague, and community as a whole by improving access to appropriate support and reducing the likelihood of negative outcome where individuals shy away from mental health related issues due to lack of understanding and confidence.

WELLBEING HUBS



Attendances at Wellbeing Hubs and associated groups in the year April 2022 – March 2023 was almost double that of the previous year at **2,843**, with a steady increase in attendance each quarter and many attendees new to MHMW services.

The focus of the Wellbeing Hubs and groups remains in providing a safe social space to promote good mental health and wellbeing and continuing 2021-22's approach of targeting support in a more focused way, while retaining an 'open door' policy. Service user participation and feedback is important in planning and effectively running groups and improving the benefits gained by those attending.

Partnership working remains very important, enabling all involved to benefit from a wider range of services. As well as the partners noted above, we work with, among others, YMCA, Foodbank, South Wales Police, BAVO, ARC, NHS and Community Mental Health Teams.

Quotes from users of our services demonstrate the important positive impact our Wellbeing Hubs and Groups have on people's lives:

- 'The Wellbeing Hub helps me to socialize with people and makes me feel like I'm not alone with my anxiety and depression'
- 'It's really helped me with all aspects of my mental health, especially my anxiety. I've had people around me to talk to'
- 'It's a friendly group where I've made new friends and felt supported if I have any problems. I can speak freely about my mental wellbeing'



The following groups continued to run into 2022-23:

- Wellbeing Hubs
- Online and face to face Anxiety and Depression Peer Support Group
- Wellbeing Walks Group
- Conservation Group (with Llais-y-Goedwig/BCBC)
- 'Breathing Space' (with Tanio)
- 'Creative and Therapeutic Art' group (with USW student placements)

With the addition of:

- 'Guitars for Veterans' (with G4V Wales)
- 'Growing Strong' (with Breath Creative)
- 'Art Matters' (service user and volunteer led)



Ogmore Vale

Venue:
Wyndham Boys & Girls Club
14-16 Dunraven Place
CF32 7ET

Tuesdays - 11:00am to 1:00pm

Maesteg

Venue:
Employability Hub
Ty Uynfi, Uynfi Road
Maesteg
CF34 9DS

Tuesdays - 2:00pm to 4:00pm (1st and 3rd week of every month)

Porthcawl

Venue:
The Y-Centre
2A, John Street
Porthcawl
CF36 3AP

Thursdays - 12:30pm to 2:30pm

Bridgend

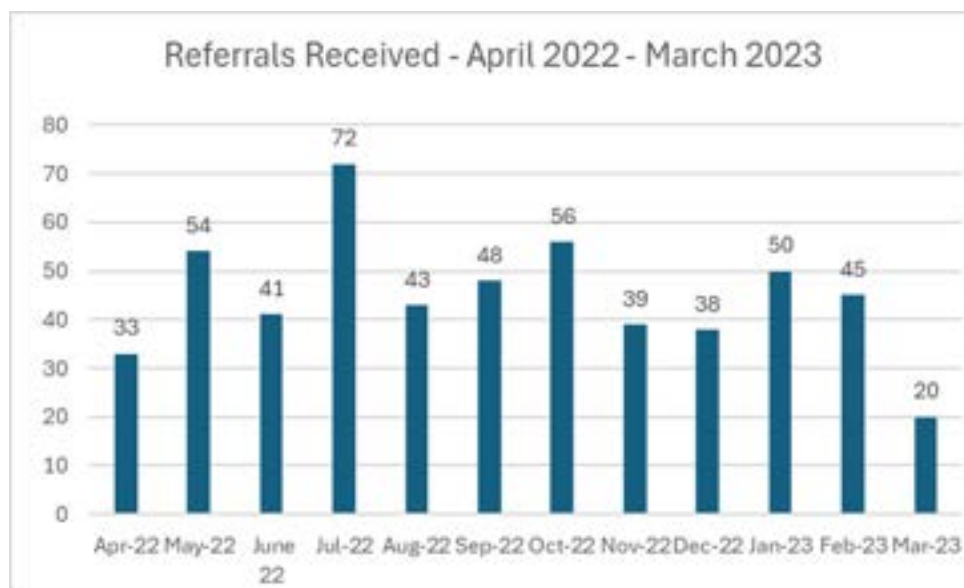
Venue:
Union Office
Quarella Road
Bridgend
CF31 1JW

Fridays - 10:00am to 2:00pm

WELLBEING RETREAT



Mental Health Matters Wales Wellbeing Retreat is an out of hours service delivered in the Bridgend County Borough area in partnership with Cwm Taf Morgannwg University Health Board, Bridgend County Borough Council, Assisted Recovery in the Community (ARC), NHS 111 press 2 and key third sector partners to provide support to those experiencing low level mental health and emotional wellbeing issues and those experiencing social distress/crisis outside normal working hours.



The Wellbeing Retreat operates 4 evenings a week (Wednesday, Friday, Saturday and Sunday) 5-11pm. The Wellbeing Retreat offers a safe, confidential, non-clinical space for individuals to feel comfortable talking about their problems on a 1:1 basis with a Wellbeing Retreat Worker. To reduce barriers to accessing appropriate, timely support, the Wellbeing Retreat provides free transport for individuals who attend the service face to face to ensure safety, re-assurance and timely access to an appointment.

"I felt safe and listened to throughout my appointment. I was provided with very detailed information, which I found very useful. I felt comfortable discussing my issues and our conversation was free from judgement."

"I found this appointment really helpful; it's given me hope that things can improve."

"I was given a really friendly, supportive welcome and good signposting information."

VOLUNTEERING SERVICE



MHM Wales wishes to record its thanks to our volunteers who helped support the aims and objectives of the charity through the reporting year.

We are incredibly grateful for your dedication, time, and effort in supporting us in carrying out our important work. Your contributions have made a significant impact on the individuals and communities we serve, and we could not have achieved our goals without your support.

Thank you for your commitment to MHM Wales and for volunteering your time and skills to make a difference in the lives of those we assist. Your kindness and compassion are truly appreciated, and we are honoured to have you as part of our team.

We look forward to continuing our work together and making a positive impact on mental health and wellbeing in Wales. Thank you once again for your invaluable support.

We wish to record our thanks to the below individual who gave up their free time to volunteer for us during the reporting year.

- Ian Bailes
- Faith Godbeer
- Vicky Miller
- Andrew Ninnis
- Dan Shaw
- Afonso Pereira
- Maria Teodora
- Rhian Jones
- Mike Mainwaring
- Patricia Meyrick
- Ian Macnaughton
- Ting Ting
- Sophie Fowles
- Mike Mainwaring
- Mark Davies
- Gemma Coleman
- Delia Balau
- Albert Steiner
- Sara Brown
- Roy Crook

A special mention for **Andrew Ninnis**, who was nominated and won a highly commended award at the BAVO volunteering awards ceremony.

Dan Shaw (Therapeutic Art Student) was with us on placement and supported us to hold an well received art exhibition in Bryngarw Park.)



SHARE (SELF-HARM)



SHARE serves as a refuge, fostering open discussions on self-harm, anxiety, low self-esteem, grief, and motivation issues. Originating online, our support has expanded to both online and in-person meetings, with increased referrals from well-being retreats and online sources.

Participant feedback guides initiatives like art sessions, adult learning, and safety kits, showcasing our commitment to continuous improvement. The transformative power of collective support is evident in ongoing progress and a commitment to a broader participant spectrum.

Referrals:

- During this period, there have been a total of 21 new referrals.
- From those 21 referrals, 13 individuals have attended SHARE sessions.
- The average number of attendees per session is 4 people per session, both online and in person, which amounts to an average total of 8. Occasionally numbers will exceed this. We find that numbers tend to increase during stressful and emotional months such as the Christmas period.

Sessions Structure:

The structure of the SHARE has changed, incorporating online and in-person meetings weekly and concurrently from 3:30pm to 5pm, ever Wednesday. Participants can come to either session, depending on their mood and how much they wish to leave the house that day, reflecting a commitment to inclusivity, and increasing accessibility for all participants.

Survey Form:

We have included an online survey form that underscores dedication to improvement, allowing seamless sharing of opinions and feedback, highlighting the profound impact SHARE has on participants. SHARE Impact Assessment

Partnership:

During this period, we have cemented our ties with fellow Third Sector organisation, New Horizon. Previously, New Horizons ran a Monday online Self-Harm Peer Support group which a SHARE facilitator would attend. Due to low numbers, it was decided that Monday and Wednesday online groups should merge. Now, every Wednesday Dean from New Horizons assists facilitation of the Wednesday online group.

Sources of Referrals:

Strategic changes to posters and the website have expanded SHARE's reach, attracting a broader audience. The Wellbeing Retreat significantly contributes to program growth.

Client Feedback:

- "...I went months without cutting myself. I've been free to feel however I feel, no mask when I walk through the door...This group saved my life, thank you for getting me through the last 12 months."
- "I have loved how each member of our group has developed their identity and their commitment to themselves and each other member of the group."
- I am very grateful to you all for providing somewhere to express how and why I self-harming.



SORTED

(EATING DISORDER)



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 132 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. Unfortunately our funding has come to an end, but we continue to support individuals via peer support online with two of our dedicated volunteers.

We have written feedback from people who have recovered to a point they feel they can now lessen support and even finish support in one case. The feedback is that people would not be where they are today without the support, it has been a "lifeline" and a "necessity" so we see in black and white the difference we have made. Clients has given amazing feedback "they would not be where they are today without this intervention.

Partnership working

Cwm Taf Morgannwg UHB – specialist eating disorder service, CMHTs, local hospitals and mental health facilities
BEAT – Provide resources, ambassadors, support and advice

- BEAT – Provide resources, ambassadors, support and advice
- Cyfle cymru
- ARC – local 3rd sector mental health referrals and signposting
- Mind – referrals, signposting and training
- Community Advocacy - referrals
- Talking connections counselling – signposting and referrals
- SHARE
- Wellbeing retreat
- SPOC
- Community liaison team
- Cross party eating disorders group –
- Calan
- Include UK
- LGBTQ+
- Advocacy

LINKS

YOUTH SERVICE



LINKS is support specifically for 16 - 25 year olds and offers a safe and supportive space for young people and young carers to improve their wellbeing, gain confidence, access community resources and build social networks.

During the reporting year, we received a small grant to develop the above service, which is delivered from our head office location every Sunday. The service has been a valuable addition to our charity, providing vital support to young people and young carers who often struggle to access the help and resources they need. We have seen great success in building the confidence and social network to those who have used the service, and we believe it has made a real difference in improving the wellbeing of the young people we serve.



MENTAL HEALTH MATTERS WALES



LINKS

Support for 16 - 25 year olds

Links provides a safe and supportive space for young people and young carers to improve wellbeing, gain confidence, access community resources and build social networks

Every other Sunday 12:30pm - 4:30pm
At Union Offices, Quarella Rd, Bridgend CF31 1JW
Contact us for upcoming dates

Referrals only.
Contact links@mhmwales.org
or call (01656) 651 450 for further details

Registered Charity number: 1138891 | www.mhmwales.org.uk | Company number: 6865117

Unfortunately we were unsuccessful with procuring continuation funding. However, we are committed to continuing to provide this service we deem important, and will do everything we can to secure further funding and expand the frequency of our sessions during 2023-24. We would like to thank all of those who have supported LINKS thus far, and we encourage anyone who knows a young person in need of support to get in touch and find out more about what the service can offer.

DBS CYMRU

Secure

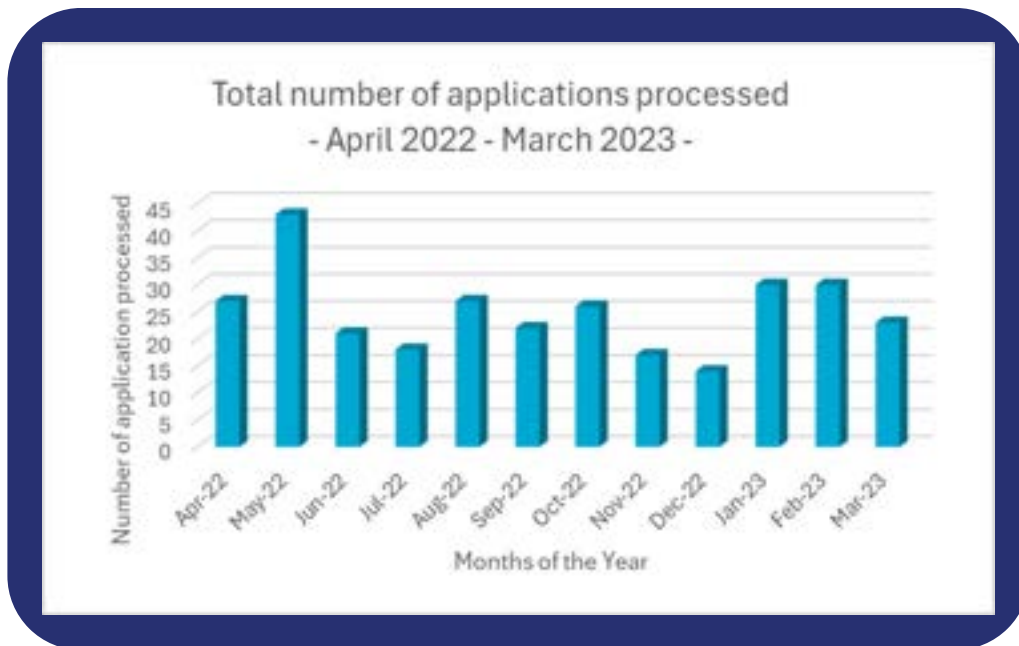
Fast

Reliable



DBS Cymru is the registered Disclosure and Barring (DBS) Umbrella Body for the charity Mental Health Matters Wales (MHM Wales) based in Bridgend, South Wales.

Our Disclosure and Barring Service registration number for MHM Wales is 30023800006.



As a reputable umbrella body DBS Cymru offers services to organisations, businesses looking to conduct Disclosure and Barring Service (DBS) checks on their employees or volunteers.

These checks are specifically designed to safeguard vulnerable groups and protect public safety by disclosing information regarding individuals' criminal records.

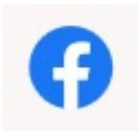
The range of service offered by DBS Cymru caters to the diverse requirements of various organisations to provide standard and enhanced checks. In addition, we provide guidance and support to everyone who uses our service to understand their legal obligation and how to carry out DBS checks in a responsible manner.

MHM Wales is an independent registered Umbrella Body and does not receive any additional funding for the service it provides. Consequently, we rely entirely on our administration fee for continuation of our service.

SOCIAL MEDIA



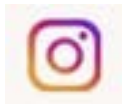
With the internet and social media becoming more popular the organisation has embraced the opportunity to develop its website to provide information on the services provided as well as providing links to information and websites. Our Facebook page steadily gains popularity from year to year, and is used 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 follow us on X (formerly Twitter) and Instagram.



MHM Wales on Facebook www.facebook.com/MHMWales



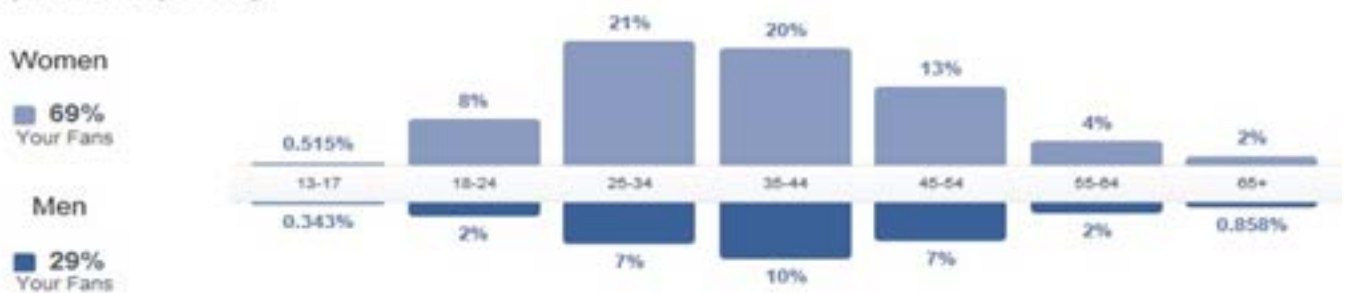
MHM Wales on Twitter www.twitter.com/mhmwales



MHM Wales on Instagram https://www.instagram.com/mental_health_matters_wales

Below is a demographic bar graph showing the age range and gender of people who “like” our page on Facebook for the period 1 April 2022 to 31st March 2023. 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



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

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 Accountants for auditing our accounts for the financial reporting period, 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 and support us to reach our aims and objectives

Statement by Trustees:

These summarised financial statements for the year ended 31st March 2023 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 8th of November 2023 and have been submitted to the Charity Commission and Companies House.

BALANCE STATEMENT



MENTAL HEALTH
MATTERS WALES

Statement of Financial Activities
1st April 2022 to 31st March 2023

	Unrestricted Funds	Restricted Funds	2023 Total Funds	20122 Total Funds
	£	£	£	£
INCOME AND ENDOWMENTS FORM				
Charitable Activities				
Advocacy Services	993,429	-	993,429	772,443
Befriending	-	-	-	13,587
Community Services Support	938,021	-	938,021	519,783
DBS Cymru	11,812	-	11,812	17,402
Other	5,764	-	5,764	1,879
Grants	518	-	518	15,742
COVID-19 Support	-	-	-	109,105
Investment Income	18,685	-	18,685	1
TOTAL	1,968,229	-	1,968,229	1,449,942
EXPENDITURE ON				
Charitable Activities				
Advocacy Services	566,118	-	566,118	493,057
Befriending	-	-	-	10,457
Community Services Support	677,487	-	677,487	505,834
DBS Cymru	14,738	-	14,738	5,025
Other	213,611	-	213,611	147,576
Grants	-	-	-	11,817
Peer Support Group	-	-	-	2,402
COVID-19 Support	-	-	-	28,109
TOTAL	1,471,954	-	1,471,954	1,204,277
NET INCOME	496,275	-	496,275	245,665
RECONCILIATION OF FUNDS	1,630,045	-	1,630,045	1,384,380
TOTAL FUNDS CARRIED FORWARD	2,126,320	-	2,126,320	1,630,045

THANK YOU!



Moving forward, we remain committed to our mission and will continue to work tirelessly to promote mental health and wellbeing in Wales. We would like to take this opportunity to thank our staff, volunteers, and supporters for their dedication and hard work over the reporting year. We could not have achieved what we have without their support.

We also want to thank all the organisations we worked with during the reporting period and all funders who have supported our charity to achieve our aims and objectives

Contact Us

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admin@mhmwales.org

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