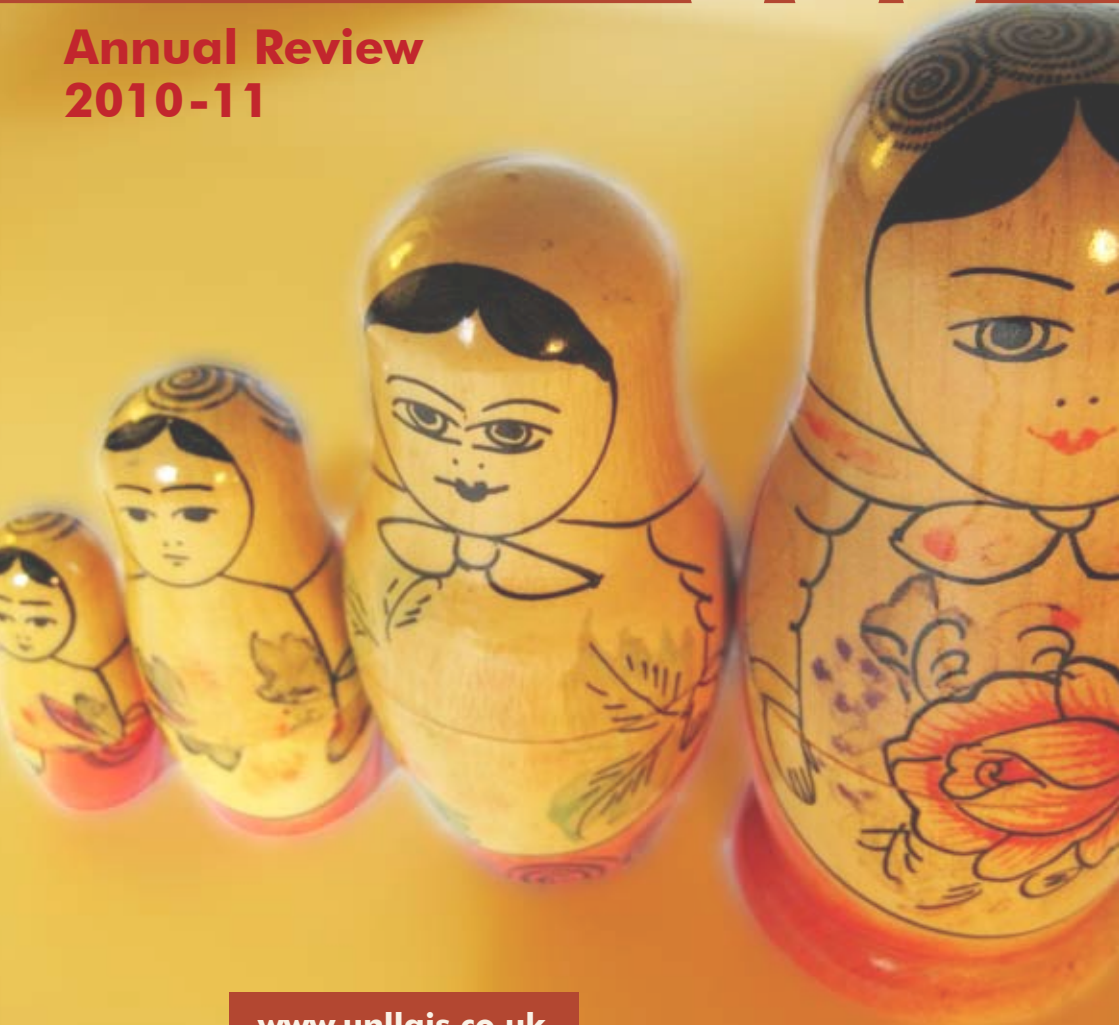


Unllais

**Annual Review
2010-11**



www.unllais.co.uk



Director's Report

A busy start to the year. After many months of preparation May 2010 saw the Unllais Spring Conference at Llandudno. During the day the conference provided individuals with two opportunities to attend workshops on a variety of subjects.

During the course of the conference, along with hearing our guest speakers, delegates had the opportunity to post suggestions for future developments across North Wales. The top suggestions were:

- More preventative care/early intervention
- Uniformity of services across North Wales
- More facilities for 16/18 year olds
- Uniformity of advocacy services for carers across North Wales

The work undertaken by Unllais is wide and varied at both a local level in North Wales and across the whole of Wales. Unllais continues to be heavily involved in joint planning and partnership work. Unllais continues to work with our specialist advocacy providers, Mental Health Advocacy Scheme, Conwy and Denbighshire Mental Health Advocacy Service and Flintshire Mental Health Advocacy Service to deliver the IMHA service for North Wales.

Unllais has worked to consolidate as well as support further development around service user and carer involvement across North Wales. Service users and carers have supported Betsi Cadwaladr University Health Board in their staff recruitment processes, met with members of the National Programme Board for adult mental health services at their conference in mid Wales in November 2010 and been involved with Lincoln University with the development of Care Programme Approach training materials and lots more.

The world never stays still and so it is for Unllais. 2010-2011 was 'interesting with challenges', 2011-2012 will almost certainly be equally so.

Joan Doyle

Director of Services



Development



Unllais has continued in its role of helping both new services to develop and existing services to consolidate and expand. We have assisted organisations in reviewing their current practice in various areas and in examining and incorporating principles of good practice. As well as facilitating the North Wales User Network, supporting staff in service user groups and supporting individuals this year Unllais has ...

- Provided support to a number of organisations. For example, we have supported the Board of Flintshire Mental Health Advocacy Service, Tan y Maen in Blaenau Festiniog and The Mental Health Advocacy Scheme (Gwynedd & Anglesey).
- Co-ordinated in partnership the development of Independent Mental Health Advocacy across North Wales.
- Continued to support service user and carer involvement across North Wales with four service user and carer involvement projects managed by Unllais.
- Lead agency in planning and delivering a multi-agency event to mark world mental health day 2010 on behalf of Conwy Borough Council and continued to support/facilitate the Conwy and Denbighshire Accommodation Network.
- Recruited to the post of Wrexham Service User and Carer Involvement Project Officer, line managed the worker and established a multi disciplinary steering group. Supported the Motiv8 event at Glyndwr University where we launched the Wrexham Involve Project.
- Continued to support the Wrexham Mental Health Voluntary Sector Network, initially as an electronic network with plans to widen, develop and meet. Created a mental health link to the Wrexham Adult Care Forum, facilitated by AVOW and a pathway to Wrexham Mental Health Programme Group.
- Continued to facilitate and develop the mental health Voluntary Sector Networks across North Wales, providing information and feedback on mental health issues to the sector.
- Provided payroll services for Conwy and Denbighshire Mental Health Advocacy Service and Mental Health Advocacy Scheme.



Information and Training

Unllais has provided a wide range of information this year, both by itself, and working with other groups. Alongside the regular bi-monthly North Wales Mental Health News and website updates, highlights have been ...

- Running the Unllais Spring Conference for 200 delegates in Llandudno, an event which brought people from the voluntary, statutory, service user and carer sectors together to attend workshops and hear presentations from Boyd Clack and Mary Burrows.
- Design and distribution of publicity material for the Unllais website.
- Production of a series of leaflets and posters for the service user and carer involvement projects across North Wales including a new identity for the Wrexham Involvement Project, display boards for all projects and a booklet to help professionals understand involvement in Gwynedd and Mon.
- Publicity materials for the World Mental Health Day event in Conwy.
- New client tracking and reporting databases for CADMHAS Independent Mental Health Advocacy and Older Peoples Advocacy projects.
- A major update to the Unllais online directory and Unllais' own internal database of services and contacts.
- Designing the Mental Health Advocacy Scheme Annual Review and new general leaflet.
- Sitting on the Community Advice and Listening Line steering group.
- A series of training events around committee skills and recruitment and selection.



Joint Working



For some considerable time joint working with colleagues in all sectors has been a priority for Unllais. As a development agency we continue to be involved in the planning and delivery of mental health services across North Wales and provide practical support to organizations to enable participation. Unllais has supported some engagement of the sector, service users and carers in the continuing complex changes within health and social care. Structural and operational changes within adult and older people's mental health services, particularly for those living in North Powys, means that Unllais will be working more closely with our counterparts, Powys Mental Health Agency, to support joint working and planning.

During this year, Unllais continued to provide support to all agencies in formulating individual and corporate responses to the many challenges and developments in the field of mental health in Wales. This has included:

- Working with health colleagues to identify within new health structures where the third sector will be best placed to influence planning, service delivery and monitoring
- Changes to funding schemes such as the WCVA Local Mental Health Grant Scheme and the Welsh Assembly Government (now the Welsh Government) Supporting People with Disabilities funding scheme, management of which moved to Local Health Boards in July 2010
- Influencing and shaping the mental health measures for Wales
- Reviewing and consulting on all Wales structures to support the third sector

Unllais has continued to support established networking groups as well as those newly formed during the year, some meeting on a monthly basis whilst others work together quarterly, locally and across North Wales. This activity enables us to gather the views and issues of importance to the sector that can be taken back into local forums or to an all Wales level.



Involvement

As well as facilitating the North Wales User Network, supporting staff in service user groups and supporting individuals this year Unllais has...

- Rolled out a training programme across North Wales to support involvement and continued to support service users and carers in all aspects of involvement.
- Involve Gwynedd and Anglesey has supported and facilitated service user and carer involvement in the area. Service users and carers have been involved at all levels e.g developing home treatment training and evaluation, WAG consultation and local planning. The advisory panel has continued to oversee the Involve project. Service users and carers have delivered training to social care trainees and student nurses as well as being involved in presenting at conferences.
- Supported service user and carer involvement at all levels of the Conwy and Denbighshire Adult Mental Health and Social Care Partnership.
- Continued to support the Service User Council in Tan y Castell Rehabilitation Unit, Denbighshire and delivered a staff induction training 'Put yourself into our shoes' to health and social care staff. Work is being undertaken to roll the training out across North Wales.
- Continued to facilitate the Conwy and Denbighshire Adult Mental Health Carers' Forum and Conwy Service User Forum.
- Developed a strategic plan for service user and carer involvement in Flintshire. The strategy was launched in July 2010. The project is now actively engaged in delivering the strategic plan.
- Begun work on developing a service user and carer involvement project in Wrexham.



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