



new hope
leading the way to wellbeing

St Mungo's
Ending homelessness
Rebuilding lives

Mental Health & Wellbeing Charter

Bath and NE Somerset

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Background

Why the Charter

- ❖ Giving a voice to people using services.
- ❖ Highlighting what supports people's mental wellbeing.
- ❖ Caroline's professional and lived experience.
- ❖ Scope of the Charter, from wellbeing to crisis.
- ❖ Every counter can make a difference.
- ❖ Consistency of support across agencies.



St Mungo's Bridges to Wellbeing



St Mungo's Bridges to Wellbeing

- ❖ B&NES – working in collaboration with statutory and 3rd sector groups to enhance wellbeing.
- ❖ AWP – 2 key projects to improve the experience of those using services, ie Move On Worker and Peer Mentor Co-ordinator
- ❖ New Hope, KS2 and Hopespace – Group of people with lived experience of mental health. Establishing groups and influencing services.
- ❖ Multi-agency approach and shared events.
- ❖ Following on from the 'What Works Conference' and 'Bridging the Gap' report

Collaborative Working to create Charter



Joint working & context

- ❖ Developed following multi-agency collaboration with New Hope and local organisations
- ❖ Using 'Making it Real' as a framework
- ❖ Link to 'Your Care Your Way'
- ❖ Supported by Mental Health Commissioners

Creating the Charter

How it happened

- ❖ Led by people who have used services
- ❖ Steering group – local organisations
- ❖ Initial Charter design – Two Focus groups
- ❖ Consultation - Ten focus groups, over 100 people who had received support for their mental health
- ❖ Final Charter & 'In Practice' document



What is the Charter



- ❖ In 2 parts: i) 10 point Charter
ii) In Practice document
- ❖ Increases awareness of mental health, focusing on wellness, not illness
- ❖ Reduces stigma
- ❖ Integrates the views of people using services into service delivery
- ❖ Supports staff to understand and follow the philosophy of the Charter.
- ❖ Empowering a collaborative way of working within and between agencies

The Charter



Launch – May 2016

- ❖ Event opened by Mayor William Sandry
- ❖ Celebration with all those involved
- ❖ Over 20 organisations signed up to Charter Principles

Launch Event



What's happening now



What's happening now

- ❖ Charter has been written into the Mental Health and Wellbeing Pathways contracts.
- ❖ Currently delivering Charter Awareness Training to staff in local organisations.
- ❖ B&NES Council Select Committee resolved to support the Charter 'in all areas of work within the Council' – May 2017.
- ❖ Working with Virgin, linking with mental health managers and service user involvement lead.
- ❖ Working with AWP B&NES to embed the Charter.

The Charter - What next



- ❖ August 2017 – meeting with Commissioner and Council to establish effective ways of adopting the Charter in B&NES.
- ❖ Finish Training sessions
- ❖ Develop a report on training for Commissioners

Also developing a Pilot Peer Evaluation Tool

- ❖ Develop a framework to highlight the needs of people accessing services.
- ❖ A small funding grant has been secured from Quartet.
- ❖ Working with St Mungo's Quality and Audit to establish framework.
- ❖ 2 pilot schemes, one for statutory and one for a 3rd sector organisation
- ❖ Reporting back to Commissioners.

Dedication to Andrea



The Charter is dedicated to the memory of Andrea Morland, Senior Mental Health Commissioning Manager B&NES

“It’s not about competing it’s about working together, to serve people in the best way possible... not silos of organisations but a group of people with solid working relationships that give people the support they need”.

(Andrea Morland, 2014)

Health and Wellbeing Forum



Thank you for your time

**Opportunity for questions &
suggestions**