



New Horizons

Annual Report and

Financial Statements

April 2010 – March 2011

Mental Health Support



New Horizons

Mental Health & Emotional Wellbeing Resource Centre

Annual Report 2010/11

INDEX

<u>Page</u>	<u>Item</u>
2	Index
3-4	Legal & Administrative Information
5 - 9	Trustee's Report
10 -12	Chair's Report
13	Volunteers
14	Funding Acknowledgement
15	Independent Examiner Report
16	Statement of Financial Activities
17	Balance Sheet
18	Notes to the Financial Statements

LEGAL & ADMINISTRATIVE INFORMATION

New Horizons Mental Health & Emotional Wellbeing Resource Centre is a registered charity. The charity number is: 1066601

The registered office is:

44 – 49 Cardiff Street, Aberdare, RCT CF44 7DG

Telephone number: 01685 881113

Fax number: 01685 877253

E-mail: newhorizons2001@btconnect.com

www.newhorizons-mentalhealth.co.uk

www.mentalhealthsupport.co.uk

Governing document: Constitution dated 25.3.1997

Governing Body:

Management Committee elected in accordance with the constitution

Trustees during the period April 2010 – March 2011

- Phil Gillard (Chair)
- Gill Malpas (Vice Chair)
- Steve Curry (Treasurer)
- Carolyn Sansom (Secretary)
- Brian Fear
- Liz Jones
- Delia Powell (appointed January 2011)
- Ian Stephenson (appointed January 2011)
- Geoff Edwards (resigned January 2011)
- Judith Franks (resigned January 2011)

Bankers:

The Cooperative Bank
 1 Balloon Street
 Manchester
 M60 4EP

Independent Examiner:

Martin Howell & Co
 Chartered Certified Accountants
 Rabart House
 Ponsarn Road
 Merthyr Tydfil
 CF48 2TN

New Horizons Mental Health Resource Centre is a member of:

Mind - The Mental Health Charity
 15-19 Broadway
 London
 E15 4BQ

Patron:

Boyd Clack

Senior Manager:

Janet Whiteman

Staffing

- Kristy Davies Activity Coordinator (until Nov 2010)
- Claire Gore Website Project Manager
- Michelle Harris Administration & Business Finance Officer
- Natalie Jones Service Manager (Cynon)
- Leighton Owen Website Assistant
- Jason Samuel Website Assistant
- Tracey Thomas Volunteer Coordinator
- Janet Whiteman Director
- Alison Williams Service Manager-outreach Rhondda and Taff Ely

Trustees Report

The trustees present their annual report and the financial statements for the year ended 31st March 2011.

The trustees who served during the year are:

Phil Gillard	Chairman
Gill Malpas	Vice Chair
Steve Curry	Treasurer
Carolyn Sansom	Secretary
Brain Fear	
Liz Jones	
Delia Powell	Appointed January 2011
Ian Stephenson	Appointed January 2011
Geoff Edwards	Resigned January 2011
Judith Franks	Resigned January 2011

Trustees responsibility for the financial statements

Charity law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the surplus or deficit of the charity for that period. In preparing those financial statements, the trustees are required to:

- Select suitable accounting policies and apply them consistently;
- Make adjustments and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume the charity will continue to operate.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention of fraud and other irregularities.

AIMS, OBJECTIVES & ACTIVITIES

Mission Statement

“New Horizons projects the positive image of people suffering mental health problems through challenging discrimination by means of education, outreach work, information and support services”.

Constitutional Objective

“To promote mental health and assist people with mental health or emotional wellbeing problems by providing support and information. The charity will operate in the local government administrative area of Cwm Taf Local Health Board or elsewhere for the benefit of persons who are ordinarily resident in this area.”

New Horizons manages mental health resource and outreach centres in the Cynon, Rhondda & Taff Valleys. The centres offer:

- A supportive environment
- Self-help initiatives
- Access to a range of training and self development courses & activities
- Opportunities to volunteer
- Access to information and advice
- Social & leisure activities
- Opportunities to network with other agencies

We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

For further information & opening times of resource or outreach centres – please telephone: 01685 881113

Or visit the websites at: www.newhorizons-mentalhealth.co.uk

www.mentalhealthsupport.co.uk

Summary of main achievements

The year 2010/11 was a challenging year financially, however the accounts show that the actions taken by the trustees during the previous years have resulted in a small surplus being generated. The trustees are confident however that the level of services being offered has, over the last 12 months, been enhanced with new activities and partnerships being actively developed.

This includes the opening of the Apple Tree Stores project in the Rhondda, which is now open three day a week. This project offers opportunities for social activities, training, volunteering and signposting to partner agencies.

Outreach services were also opened at Hirwaun and Bryncynon in the Cynon Valley from January – both are now open for a half day once a week.

The Aberdare, Pentre House and Llantrisant projects during the year continued to go from strength to strength. Increasing numbers of activities and classes took place at the Aberdare project including assertiveness training, drama, IT and cookery (theory and practical). The Mental Health Foundation also provided a specialist Self- Management course for service users and volunteers at the centre. The music group also continues to be very popular, with at least 10 people attending the twice weekly groups.

The 'one stop shop' model is also something that was started to be put into place during the year, with partner organisations providing complementary services from the centre in Aberdare. The list of partners includes, Platform 51, Merthyr Tydfil College, Merthyr and the Valleys Mind, Cruse, Diabetes Peer Support, Elite and Bryncynon Strategy who provide training courses. The 'added value' of this partnership arrangement is that New Horizons can offer a holistic service and as the partner organisations are easily accessible to service users they can enjoy a speedy and efficient service which will ultimately help improve the recovery journey.

The annual strategic planning away day was held for all members, trustees, staff, volunteers and partners to look at our achievements to date, and to agree what our future plans are. From this a business plan is being developed for New Horizons.

We were also successful in securing a small amount of funding from Interlink to develop the small garden project that has provided a therapeutic environment as well as opportunities to learn about healthy eating.

During the year we worked closely with Interlink and the University of Glamorgan on developing a 'Mental Health Service User Involvement Survey' which asked service users to identify priorities for future research. The survey was placed on the Mental Health Support Website and over 100 responses were received. A summary of the responses is being produced and the next steps for the project agreed.

The Mental Health Support website team successfully installed the RCT Mental Health Services Directory on the Mental Health website for the RCT Mental Health Forum service users. Forums for the website and the newsletter were established to ensure that they are targeted at the needs of the members.

During the year, service users have been encouraged and supported to facilitate self -help groups (bipolar/anxiety and depression) with staff available to support as and when necessary.

Following a 'Living with Diabetes' conference, discussions were held with a local Diabetes Peer Support Group and a monthly self- management group was set up to help address the mental health needs of people with diabetes.

A weekly slot on Dapper FM was secured and a member of staff and a volunteer use this as a way of promoting the services that we offer in the local area.

We must say thank you to all of our volunteers. On average, 15 members now individually contribute 8 hours per week as a volunteer or 6,240 hours to New Horizons each year. The volunteers undertake a variety of roles to New Horizons each year including IT tutor, peer support, receptionist, fundraiser, newsletter contributor, radio presenter and general day to day support. A number of training courses were arranged during the year for the volunteers including first aid, Heart Start, Walk Leaders, food hygiene and an induction course.

One of new Horizons' Time Bank volunteers has recently found employment within the public sector in RCT. She has said if it was not for volunteering with New Horizons and being encouraged and supported by staff to believe in her own capabilities and the training opportunities that she was given, she would not have attained employment. Her confidence and self- esteem have helped her mental health, which has further helped her gain employment.

New Horizons is now in a more stable position than we were twelve months ago and we are looking to the future. We have taken the culture of the organisation back to our roots of user involvement and empowerment. We remain committed to expanding our partnership working with both statutory and other Third Sector organisations and to develop new opportunities for the future including the possibility of developing a social enterprise.

TRUSTEES

The trustees in office during the year and at the date of this report are shown on page 3.

The trustees of the charity for the purposes of charity law are known as members of The Management Committee. Under the requirements of the constitution members of the Management Committee are elected to serve for a period of one year, after which they must be re-elected at the AGM. During the year, individuals can be co-opted onto the committee by agreement from the Management Committee.

The charity seeks to ensure that the needs of individuals with mental health or emotional wellbeing issues are reflected through the diversity of the management committee.

The more traditional business and community skills are well represented on the Management Committee. In an effort to maintain this broad skill mix, members of the Committee are requested to share their skills with the organization.

Most Committee members are already familiar with the practical work of the charity having been encouraged to either become a service user member visit the organization during Open Days. Additionally, new trustees are invited and encouraged to attend a series of short training sessions to familiarize themselves with the charity and the context within which it operates.

Financial Review

The accounts for the year ended 31st March 2011, show a surplus of £8,308, which is very pleasing, and is due to a lot of hard work over the past few years.

Income received has reduced substantially to £237,336, but actions and decisions over the past few years has also meant that our expenditure has also fallen significantly to £229,028.

In this difficult economic climate, our charity is now in a much more secure position financially to move forward. Future income streams however remain uncertain, and with that, the prospect of further challenging times ahead.

Reserves Policy

The Management Committee has adopted a policy of aiming to accumulate one years running costs as free reserves. This requirement becomes even more relevant as traditional sources of funding become less available and we aim to create more sustainability within the organization.

At present unrestricted reserves are £5,124. The forecast for the next 12 months shows we have sufficient funds to operate, and be able to generate a small surplus to further increase the free reserves.

Investment Policy

The charity has the power to make any investment which the trustees see fit.

Risk Management

The management committee examine the major risks that the charity faces each financial year. The charity has developed systems to monitor and control these risks to mitigate any impact that they may have on the charity in future.

The management committee have identified that staff, volunteers and service users could be at risk due to the open door policy within the organization and to ensure that best practice is carried out, Peninsula Consultancy have been appointed as health and Safety Advisors.

Approved by the trustees on xxxxxxxxxxxxxxxxx, and signed on their behalf by:

xxxxxxxxxxxxxx
.....

Chair's Report

The year 2010-2011 was one in which we again faced quite challenging times at New Horizons. The previous year had seen the trustees taking the necessary and right steps to ensure that the projected deficit for the year and for the previous year was addressed.

As you will see from the 2010-11 accounts the actions that we took have resulted in a small surplus and the trustees are confident however that the level of services being offered has over the last twelve months, at times, has been enhanced with new activities and partnerships having been actively developed.

This I am pleased to say includes the opening of Apple Tree Stores in the Rhondda which is now open three days a week and offers opportunities for training, volunteering and signposting to partner agencies.

The 'one stop shop' model is also something that we started to put into place during this year with partner organisations providing complementary services from the centre in Aberdare. The list of partners includes- Platform 51, Merthyr Tydfil College, Merthyr & The Valleys' Mind, Cruse, Diabetes Peer Support, Elite and Bryncynon Strategy who provide training courses. The 'added value' of this partnership arrangement is that New Horizons can offer a holistic service and as the partner organisations are easily accessible to service users they can enjoy a speedy and efficient service which will ultimately help improve the recovery journey.

As part of this partnership working, I am really pleased that New Horizons, Merthyr and the Valleys's Mind and Hafal (RCT and Merthyr) have agreed a 'Memorandum of Understanding' for the tender of the Health Board and Local Authority's Day Services Review of Mental Health Services. I am sure that this spirit of partnership working will go from strength to strength.

We were also successful in securing a small amount no funding from Interlink to develop the small garden project which as you may have seen has expanded into the car park and it provides a therapeutic environment as well as opportunities to learn about healthy eating.

To whom ever it may concern,

I have a lot to thank New Horizons for. I am diagnosed as bi polar and was medically retired around 15 years ago. I began volunteering at New Horizons, three years ago. In that time I have been encouraged to attend courses by my line manager at New Horizons and have also been encouraged to volunteer in a number of capacities, including outreach helper, reception duties, chairing user meetings, minute taking and latterly, helping to develop an on line user survey. Without the support and encouragement I received at New Horizons I would not have believed in myself enough, to consider undertaking these roles.

As a result of this increased self confidence I have recently been successful in gaining part time employment. This has been an enormous boost to my self esteem and personal wellbeing- none of it would have been possible without the benefits I derived from volunteering at New Horizons.

The statistics below show that during 2010-11 there was a growing need for our services.

	Numbers accessing services
Aberdare – day (including outreach)	6,542
Aberdare - out of hours	3,449
Outreach- Pentre House, Llantrisant and Apple Tree Stores (started in March 2011)	1,304
Total number of visits	11,295
Number of volunteering sessions	654
Website-number of hits www.mentalhealthsupport.co.uk	1,658,430

	Activities/courses/partners
No of members accessing training courses(vocational and formal)	3,229 = 28%
Numbers being signposted to partner agencies	2,352 = 24%
Numbers accessing the Internet café in Aberdare	661 =7%
No of support groups held during the year	304
Numbers moving on to paid employment with support from New Horizons	3
One stop shop -number of partner agencies providing support services from New Horizons	18

Overall I am pleased to say that this means that we have turned the corner and are now facing 2011/12 onwards with a more positive outlook.

Moving forward

We know that there are going to be changes to the service provision and funding (that we receive from Cwm Taf LHB and from RCT CBC) from April 2012 and we believe that this can mean new and exciting opportunities for New Horizons' members, volunteers and staff.

We also know that we are going to need to review how services are delivered and where the main office is going to be located (within Aberdare) as we are going to need to move premises during 2012. I admit that these are challenging times for the organisation but they also present an exciting opportunity.

Next year will also see the Welsh Government's introduction of the Mental Health Measure which will demonstrate more than ever the need for holistic services in the community such as New Horizons as we are able to address a majority of the eight areas identified as needed to be addressed in Care Plans through our partnership working.

Finally the Management Committee wishes to thank our funders, supporters, staff, volunteers and partner organisations for their continued patience, encouragement, assistance and co-operation.

Special thanks also need to go to our Patron - Boyd Clack

We would also like to take this opportunity to thank everyone else who generously made donations to New Horizons during the past year. It has been greatly appreciated.

Phil Gillard **Chair**

Volunteers 2010-11

Many thanks to all our dedicated and hard- working volunteers who have given many hours of their time to New Horizons during the year

Nigel Bennett (A)
Linda Coleman (A)
Christine Davies (A)
Sarah Davies (A)
Carol Edmunds (A)
Dawn Edwards (A)
Gerald Evans (A)
Kelly Ann Gomer (A)
Sindy Gooch (A)
Dean Gough (A)
Gill Greenslade (LI)
Janet Griffiths (A & LI)
Christine Harvey (A)
Helen Hughes (A)
Julie Hughes(A)
Lyn Hill (L)
Diane Hipkiss (A)
Holly Howe (A)
Tracey James(A)
Gaynor Jenkins (A &LI)
Kay Jones (A)
Nikki Jones (A)
Natasha Lewis (A)
Bleddyn Marsh (A)
Donna McKendley (A)
Gareth McKendley (A)
Gareth McKendley (A)
Vince McKendley (A)
Donna Mckendley(A)
Wendy Morris (A)
Mike Olson (A)
Lorraine Parker(A)
Rebecca Phillips (P)
Donna Reid (A)
Michelle Stead (A)
Daniel Thomas (A)
Lee White(A)
Charles Loft(A)

A=Aberdare
PH=Pentre House outreach
LI=Llantrisant outreach

Acknowledgements for Funding

Cwm Taff Health Board

Cynon Taf Housing Association

Interlink

Merthyr Tydfil Institute for the Blind

Rhondda Cynon Taff County Borough Council

Tudor Trust

WCVA