



STRATEGIC PLAN SUMMARY 2017 TO 2020

LGBTQ mental health service

✓ **ADVICE & INFORMATION**

✓ **ADVOCACY**

✓ **PEER SUPPORT GROUPS**

✓ **PEER MENTORING**

✓ **SUICIDE PREVENTION**

✓ **WELLBEING PROJECT**

✓ **ONLINE CHAT**

INTRODUCTION

The Strategic Plan for 2017 to 2020 sets out the vision, mission and key objectives that will define the work of the MindOut for the three years commencing in April 2017.

The primary objective of the Strategic Plan is to give the charity a clear and agreed direction and purpose over the next three years. It will enable our long term goals and key objectives to be communicated to our staff, volunteers, donors and others who give us support or benefit from the work of MindOut. It will identify our priorities and provide the framework for the development of work programmes.

This Plan has been developed after an analysis of the external context within which we operate and of the key challenges for the organisation over the coming years, whilst fundamentally focusing on the needs of our beneficiaries and the opportunities that may present themselves over the next three years.

OUR VISION

A world where the mental health of LGBTQ communities is a priority, free from stigma, respected and recognised

OUR MISSION

To improve the wellbeing of LGBTQ people who experience mental health issues, reduce mental health stigma, and promote positive mental health amongst the LGBTQ community.

WHAT WE SEEK TO ACHIEVE

MindOut is working towards the following five strategic outcomes:

- Improved mental wellbeing for LGBTQ people
- Reduced social isolation in LGBTQ communities
- Reduced suicidal distress in LGBTQ communities
- Reduced stigma associated with mental health
- Improved mental health services for LGBTQ people

WHAT WE DO

In order to meet our strategic outcomes, MindOut delivers the following independent, impartial, confidential, non-judgemental and free output:

- Advocacy services which enable LGBTQ people to make informed choices, express their views and get access to the services they need
- We run specialist advocacy services for trans people and people in housing need and in urgent need
- The provision of advice and information on a full range of topics that impact on LGBTQ mental health and wellbeing
- Facilitated peer support groups which enable LGBTQ people to share experiences, problems and solutions with each other.
- Peer mentoring which matches people with lived experience of mental health with a trained volunteer to support them around identified goals
- A range of suicide prevention interventions including a facilitated suicide prevention peer support group for LGBTQ people who have experience of suicidal distress
- Delivery of a range of LGBTQ wellbeing workshops, courses and events
- An out of hours, instant online support service

In support of our aims, and to generate unrestricted income for MindOut, we also provide the following services:

- Training, including LGBTQ Affirmative Practice training for mental health professionals
- Research into the mental health needs of LGBTQ people

OUR SERVICES ARE

- Provided by and for LGBTQ people with lived experience of mental health issues
- Person-centred
- Free at the point of delivery
- Non-judgemental
- Recovery oriented

OUR VALUES AND PRINCIPLES

- MindOut is run by and for LGBTQ people with lived experience of mental health issues
- Wellbeing includes all aspects of mental, physical and emotional health, across the whole range of mental health issues
- LGBTQ mental health is a collective concern for LGBTQ communities
- We work to promote equality and the diversity of our communities and the principle of accessible and safe spaces
- Our work is co-produced by service users, volunteers and staff; this applies to research, development, design, promotion and delivery
- Service users are engaged at all levels of the organisation and supported to volunteer, apply for paid work and become Trustees
- We work to continuously improve all we do
- We invest in our workforce

NEED

In addition to mental health issues, the main issues service users of all ages face are:

- Isolation and low self-esteem
- Stigmatisation and persecution
- Multiple disadvantage (financial, housing, education, employment)
- Intersectionality (living one or more disadvantaged Protected Characteristic), especially for trans people and people over 50.
- Suicidal distress, self-harm and suicide attempts
- Hate Crime and community safety issues
- Health inequalities
- Refugees and asylum seekers
- Poverty and welfare rights issues

Stakeholder consultation in November 2016 identified these future service developments:

- More support with accessing welfare benefits
- More advocacy for Older LGBTQ people
- More support for Black, Asian and Minority Ethnic LGBTQ people
- Increased outreach to enable LGBTQ people to access mental health support
- More peer support groups themed around people's situation or identity
- Expansion of the Peer Mentoring Project into East and West Sussex

OUR STRATEGIC PLAN

To continue to deliver our strategic aims and maintain delivery of services outlined above, we have agreed the following business development objectives:

- Ensure the sustainability of our core services and co- production ethos
- Remain responsive and flexible to meet local and national demand and opportunities
- Take opportunities to grow our work through analysing gaps (e.g. women, BAME, geographic spread)
- Maintain, develop and support partnerships which add value to our work, nationally and locally
- Maintain our commitment to providing opportunities for volunteering
- Maintain and improve the quality of our services
- Promote, disseminate and participate in research on LGBTQ mental health, locally and nationally
- Deliver awareness raising campaigns on LGBTQ mental health, both locally and nationally
- Increase sales of our training

PRIORITIES for new work should funds become available

As well as sustaining our existing advocacy, peer support, group work and online services, the following new services have been identified as key priorities for future development:

- ✓ Building on the successful pilot of the our peer mentoring project, seek funds to develop this volunteer delivered service
- ✓ A benefits advice service to ensure that where service users are on benefits, they are supported to claim their full entitlement
- ✓ The development of an advocacy service for people over the age of 50, ensuring that the specific wants and needs of older LGBTQ people are voiced and acted upon
- ✓ Build on the work of our BAME working group to develop BAME-specific advocacy and group work projects which work to address the specific mental health and wellbeing needs of BAME LGBTQ people