

Mind in the Vale of Glamorgan  
29 Tynewydd Road  
Barry, Vale of Glamorgan  
CF62 8HB

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[www.mindinthevale.org.uk](http://www.mindinthevale.org.uk)

Office opening hours  
9 am - 4.00 pm



Mind in the Vale of Glamorgan  
is a registered charity

Charity number: 1066411

Company Limited: 3180757

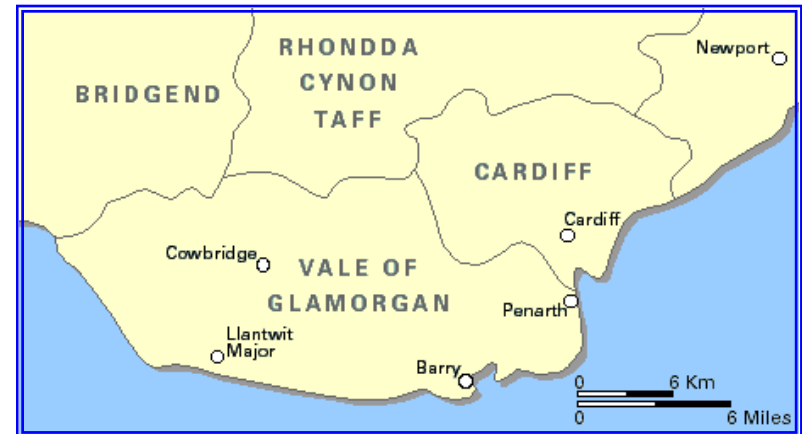


O blaid gwell  
iechyd meddwl  
For better  
mental health

Mind in the Vale of Glamorgan



Your local mental health charity...



Social support... Advice and Information... Vocational support...  
Person Centred planning... Leisure and arts services... Outreach  
support... Groups... Supported work experience... Volunteering...  
Guest Speakers... Partnership working... Training... Refreshments

**A guide to  
our services...**

## Mission Statement

Mind in the Vale of Glamorgan is a Charity that works with and for people with mental health problems. We aim to develop services:

- which are based on the wishes, needs and rights of the people who use the service
- which work to support and empower people recovering from mental health problems
- which assist in developing 'good practice' in mental health services
- which raise public awareness of mental health issues

We believe that mental health problems are very common and can affect any person at any stage of his/her life. We believe that many of the ideas that people have about mental illness are based on fear and prejudice. We are committed to challenging these misunderstandings.

All our services aim to promote mental health and assist people with mental health problems. We are committed to working in partnership to offer choice and help people shape the services they receive. All projects are committed to **equal opportunities** and **confidentiality** (in line with our policies). All projects provide service users with a clear complaints procedure should anyone be dissatisfied with the service they receive.



## Application for membership



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I would like to help the work of Mind and wish to become a member of Mind in the Vale of Glamorgan.

I enclose: please tick

- £10 for life membership
- (If already paid please tick)
- £2 for Waged Members
- £1 for Unwaged Members

I wish to make a donation to Mind in the Vale of Glamorgan and enclose a cheque for £.....

Total Payment enclosed: £.....

Name:	
Address:	
Postcode:	Tel:
Email:	

Please return to:

Admin, Mind in the Vale of Glamorgan, 29 Tynewydd Road,  
Barry, CF62 8HB or at your local Mind in the Vale of Glamorgan  
Resource centre.

## Comments from our clients...

“I like the way that we all work together to run the centre, everyone has their own role and we can be proud to be a part of Mind in the Vale.”

“The centre is friendly, welcoming and non-judgemental. Even on a bad day I leave feeling glad I came in”

“I have achieved so many things since volunteering at Travellers, I am much more confident, feel good about myself and am actually starting a part time job next week. I’ll be sorry to leave but feel I’m ready.”

“Being able to access support on a whole range of issues is so reassuring, it just makes life easier”

## Membership

What are the benefits of becoming a member of Mind?

- Regular updates on the organisation
- An invite to attend the Annual General Meeting
- To be able to vote in the AGM
- The opportunity to express your views
- The opportunity to become a Trustee
- Socialising and meeting people

## The Resource Centres...

Wherever someone may live in the Vale of Glamorgan, there will be one of our Mental Health Resource Centres nearby which provide:

- **Social activities** shaped by the people who use the service.
- **Information** and **resources** on a wide range of issues.
- **Assistance** in helping people get the help and support they need from **other organisations**.
- **Support** for people in developing the **skills, experience, confidence** they need to find fulfilling occupations.
- **Person centred planning** and **vocational support**
- **Volunteering** opportunities.

We work in line with social inclusion, signposting to courses, activities and organisations within the community. We work in a person centred way and offer a tailor made support plan which addresses practical issues, emotional issues and personal goals, all aimed at empowering people.

## What do we ask of you?

All Mind in the Vale projects aim to have a warm and friendly environment . Whilst at the centre please remember :-

- Aggressive, offensive or oppressive language or behaviour will not be tolerated.
- Gossiping is not accepted
- We ask all members to respect the rights and beliefs of other service users.

Please ask a member of staff if you would like more information or would like to see the policy folder.



## Governance

Mind in the Vale of Glamorgan is managed by an executive Committee with relevant skills some of whom are people who have used mental health services. The committee is elected by members at the Annual General meeting. The Executive Committee is responsible for overseeing the strategic aims of the organisation.

## Quality

Mind in the Vale of Glamorgan works to ensure that all of our services are of a consistently high standard.

We work with Quality Management in Mind to ensure that Quality standards are achieved and maintained throughout the service.

## Funding

Mind in the Vale of Glamorgan is primarily funded by:-

- Cardiff & Vale University Local Health Board
- Vale of Glamorgan Local Authority

## Monitoring

- To ensure we are providing a high quality service we enlist someone independent of Mind in the Vale of Glamorgan to carry out a user satisfaction questionnaire annually. A report is then produced which allows us to look at what we're doing well and what we can improve upon.
- We facilitate and support monthly centre meetings which allow service users to set the agenda, chair, minute meetings and have their say on the way the centres are run.
- All Resource Centres have a suggestion box, this allows suggestions to be made anonymously. The box is opened and discussed at centre meetings. Any issues that are relevant can be taken by a member of staff to the executive committee for discussion. E.g. 'We would like to meet the members of the executive committee', 'We would like to be involved with making policies'.

## Volunteering

Mind in the Vale of Glamorgan recognises that everyone has a contribution to make to our organisation, and the right to equal treatment.

We would not be able to offer the services so greatly needed in our community without the selfless support of volunteers throughout our organisation. We strive to use volunteers' skills, knowledge and experience in a way that will meet both the volunteer's needs as well as the needs of our organisation.

By providing access to training opportunities and developing an interest in the desires of our volunteers, we are working hard to ensure that everyone who donates their time to Mind in the Vale is adequately supported in the work that they do.

Mind in the Vale of Glamorgan works in close partnership with the Vale Volunteer Bureau (01446 421 782). We have a two way referral process.

We aim to offer a variety of volunteering opportunities both for people who use the service and for volunteers who do not already access our services.

### Opportunities include:-

Administration, Cooking, Cleaning, Catering, Supporting Groups, Driving, Gardening, Project work and many more.

For more information please speak to a member of staff. For external volunteers please download an application form from our website or contact [admin@mindinthevale.org.uk](mailto:admin@mindinthevale.org.uk)



## Western Vale Centre

The Western Vale project is based in Llantwit Major and covers a large rural area. This includes, St Athan, Cowbridge, Rhoose, St Brides Major, Southerndown, and all other surrounding villages.

The centre is open three days a week and offers the opportunity to socialise and provide guest speakers, self help groups, courses, a good selection of reading materials and a computer with internet access.

Due to the largely rural area, outreach is an important aspect of what we offer. This can take the form of 1-2-1 work with individual or groups, courses and sessions in the community.

### Opening Hours:

Monday: 10 am - 4 pm  
 Tuesday: 10 am - 4 pm  
 Friday: 10 am - 4 pm

Wednesdays are set aside for appointments & Women only drop-in am.

Thursday evening Volunteer/user-led Young Persons Group

### Contact Details:

29 Crawshay Drive , Tel: 01446 796 416  
 Llantwit Major,  
 CF61 2LH

Email: [admin@mindinthevale.org.uk](mailto:admin@mindinthevale.org.uk)

## Partnerships

Mind in the Vale of Glamorgan works in partnership with a range of statutory and voluntary organisations and in line with Data Protection laws as well as our confidentiality policy.

We support people to get the help, information and advice they need from other organisations such as the Community Mental Health Teams (CMHT) Citizens Advice Bureau, Vale Volunteer Bureau, Careers Wales, Local Colleges, Disability Employment Adviser, Employment Brokers, Housing organisations, Newlands, Inroads, and other local organisations.

## Equal Opportunities, Equality and Diversity

Mind in the Vale of Glamorgan is committed to achieving equal opportunities in employment and the services we provide. A copy of our equal opportunities, equality and diversity policy is available within each of the Mind in the Vale of Glamorgan projects

## Policies

Policy folders are available at each of the Mind in the Vale projects. Examples of these policies include:-

- Confidentiality
  - Complaints
  - Health and Safety
  - Equal Opportunities
  - User involvement
- and many more, should you require any more information please ask a member of staff.

## Some useful contacts...

### Local Organisations

Mind in the Vale of Glamorgan	01446 730 792
Vale Volunteer Bureau	01446 442 172
Careers Wales	01446 410 600
Citizens Advice Bureau Helpline	08451 203 756
Vale Council's Homes4U	01446 709 840
Gofal Cymru	01446 742 941

### Helplines

Community Advice Listening Line	0800 132 737
Drugaid Wales	08700 600 310
Mind Info Line	08457 660 163
Samaritans	08457 909 090
Women's Aid	08082 000 247

### Community Information

Llantwit Major Library	01446 792 700
Barry Library	01446 709 737
Penarth Library	02920 708 438
Cowbridge Library	01446 773 941
OneVale	01446 700 111
Job Centre Plus	08456 043 719
Traveline Cymru	08712 002 233

### Websites

[www.mindinthevale.org.uk](http://www.mindinthevale.org.uk)  
[www.mind.org.uk](http://www.mind.org.uk)  
[www.mentalhealth.org.uk](http://www.mentalhealth.org.uk)  
[www.valeofglamorgan.gov.uk](http://www.valeofglamorgan.gov.uk)  
[www.samaritans.org.uk](http://www.samaritans.org.uk)  
[www.nhs.uk](http://www.nhs.uk)  
[www.CVMHDP.org.uk](http://www.CVMHDP.org.uk)

## Penarth Centre covering Eastern Vale



### Resource Centres

The Penarth Centre offers the opportunity for Socialising and provides information, guest speakers, courses, a range of groups, and a computer with internet access for people living in the local area.

### Opening Hours:

Monday:	9 am - 3 pm
Tuesday:	9 am - 3 pm
Wednesday:	WEA Courses, appointments/outreach
Thursday:	9 am - 3 pm
Friday:	9 am - 3 pm

### Contact Details:

56 Windsor Road, Tel: 02920 350 330  
Penarth,  
CF64 1JJ

Email: [admin@mindinthevale.org.uk](mailto:admin@mindinthevale.org.uk)

## Travellers in Mind Cafe and Gallery



Travellers in Mind and Catering in Mind is a supported work experience project based in the cafe at Barry Railway station offering training and experience in:-

- Catering skills
- Handling money
- Serving customers
- Outside catering
- Volunteer driving
- Maintaining a safe and hygienic environment  
- working in line with legislation

**The Cafe/Gallery is open Monday to Friday 7am - 1pm**

People recovering from mental health problems can re-adjust to a working environment, gain confidence and self esteem, use their existing skills and develop new ones.

Travellers in Mind Cafe and Gallery work in partnership with Vale of Glamorgan Artists (VOGA).

### Catering in Mind

We can meet your catering needs anywhere in Cardiff and the Vale area. Superb value; superb quality; superb service.

**For more information please contact 01446 730 792**

## Fundraising

### The Mind shop

We have a Mind shop run entirely by a team of volunteers which provide an invaluable source of unrestricted funds.

You can find us at:-

92 Main Street                      Tel: 01446 737 556  
Cadoxton  
Barry  
CF63 2HN

**Open                      Monday - Friday 9.30am - 3pm**  
**Saturday 9.30am - 1pm**

### How can I donate money to Mind

If you would like to support us in continuing our work in the community by making a donation, you can do so by sending a cheque made payable to Mind in the Vale of Glamorgan to: Mind in the Vale of Glamorgan, 29 Tynewydd Road, Barry, CF62 8HB . **Thank you!**

### Fundraising

We always welcome charity sponsorships. If you are planning an event, we want to hear about it! Please email [admin@mindinthevale.org.uk](mailto:admin@mindinthevale.org.uk) or talk to a member of staff and we will endeavour to support you as much as possible.