

## Our charter

You overwhelmingly agreed with the principles of our charter, which explains what our expectations will be for working with each other.

You told us about some of the things you were concerned about:

- Wanting clearer information about what you can expect from our services
- It being too one-sided and not being equal
- It being long, unclear or confusing
- What the consequences would be for anyone who didn't follow the charter
- Arriving on time for appointments

We're working at the moment to make changes to make sure that the charter is fair and meaningful, and that it's simple to understand.

## Thank you to everyone that took part!

## Contact us

If you need this leaflet in alternative formats such as a different language, large print or easy read then contact our communications team on:

[communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)

020 7697 3342

[www.richmondfellowship.org.uk/bigconversation](http://www.richmondfellowship.org.uk/bigconversation)

## Our group:

Our new national group is being built to inspire individual recovery nationwide. By bringing together partners with strong individual services, innovative approaches, and flexible local presence, we can draw on a wide range of expertise from around the UK. We make this a reality not just at the local level but at the personal level too.



# The results of our

# BIG CONVERSATION

**The Big Conversation** was an opportunity for us to discuss how we can work together and make sure that the people we support are at the heart of everything we do.

We wanted to find out what is important to you and to hear your thoughts on some of the ideas we've had to shape our new group-wide strategy.

## The key things we found out from the Big Conversation:

# Your individual support is the most important and should take priority.

### Individual support

You want to have **more control** over what your support focuses on and to be able to access and write your support plan in your own style.

### Your local service

You want to **make decisions** about the activities that happen at your local service and to help to organise and run these.

### Society

You want to work with us to **raise awareness** about mental health in the local community, particularly with employers, and to challenge stigma through campaigns and political discussions.

### Our organisations

You want to **be represented** in a meaningful way at the top level of our organisations, and to work with us to recruit and train people, to improve our processes and policies and to develop our services.

Our strategy will set out the direction we want to go in and what we want to achieve in the next 3 years. Although we now know the journey we're going on, some goals will take us longer to reach than others.

Our strategy steering group includes staff and people using services across all of our organisations working together. We've taken on board what people have told us is important to them, and have adapted our plans to make sure we're focusing on these things.

We've prioritised the big changes we can make this year, and we'll be making some small changes to start with which will allow us to achieve bigger things in the long term.

"When I first started, I thought that it was all for show. But after spending time as part of the group and taking part in the 'Big Conversation', I am reassured by how committed everyone is to successfully implementing the new Charter and Strategy."

Richard - My Time's service user and member of the strategy steering group

## How this will shape our strategy:

- Giving the people who use our services access to read and update their own support plans and records.
- Building our peer support network to enable you to share experiences and to support and encourage each other with your recovery journeys
- Making decisions together about what happens at your local service through joint meetings. This could include deciding how your building will be decorated or writing business plans together.
- Working together to improve how we communicate about what we do.

### This includes:

- Making sure you know about what's happening and the opportunities that are open to you
  - Setting up a read and review group to make sure the language we use is right
  - Sharing our newsletter with the people we support and their friends and family
  - Developing a digital space for us to celebrate and share your stories and achievements
- Increasing your representation at the top level of our organisations, and using your skills and expertise to enhance our organisation in areas like reviewing policies, health and safety, and recruiting and training our staff.
  - Working together to do more to raise awareness about mental health issues and challenge stigma in society, such as by organising and running events and helping to fundraise locally.