

STRATEGIC PLAN 2009 - 2012

Introduction

The Directors of the Nerve Centre have a legal responsibility to decide on the Nerve Centre's objectives and to do their best to achieve them. We have a jointly agreed vision of what the Nerve Centre will look like by 2012. We know that some of our ideas are ambitious and that not everyone may agree with them. We would invite anyone who has an interest in the Nerve Centre to let us know what you think about this plan. It is not set in stone and we are always willing to consider other points of view.

What Do We Look Like?

1. We have increased our individual membership from 250 (January 2009) to 500.
2. We have extended our opening hours so that we are open 5 days a week – we also offer some 'out of hours' services for those who cannot get to us during the working day.
3. We are working as a member of the Neurological Alliance (NA) to campaign at a national level for improvement in the treatment of people with neurological and long term conditions. We will be represented at Regional NA meetings, and will share this information with our members. We are sharing information with other NA members in our region.
4. We are using IT to enable members who cannot get into the Nerve Centre to interact with us.
 - We have a webcam so housebound members can listen to talks here and we have Skype so that one to one conversations can take place between one or more individuals at the Nerve Centre and one or more people at a different location.
 - Our Website – there is just one person responsible for managing its content and it contains talking heads; stories of people living with neurological conditions as well as a question and answer section, links to other relevant sites and much more information than at present.
5. We may be in a different location which provides better disabled access, or we may have opened an additional centre somewhere else, maybe in North Kirklees.

6. Our library has continued to grow and is accessible on line as well as in paper format.
7. We have some physical training equipment, for example a punch bag.
8. We continue to be user led and have a board of directors, many of whom are members with neurological conditions.

What Are We Doing?

1. We are doing more outreach work within Kirklees so that we are more involved in the community and particularly minority groups. We want to be an organisation that is truly representative of the community that we live in.
2. We are offering a one to one counselling service based at the centre.
3. The Directors are regularly visiting other groups in the region with a neurological connection to learn best practice from them.
4. We are still relying on volunteers to help run the Nerve Centre and at the same time giving them valuable confidence building experience. Where possible we are helping those volunteers who can, to return to paid or unpaid employment outside the Nerve Centre.
5. We still have at the heart of our vision a belief that the Nerve Centre best helps its members by taking a holistic approach to their lives and so we have a vastly expanded range of activities on offer to members both within and without the centre. They will include cultural experiences such as theatre trips, boxercise classes and swimming classes. There will be more activities for men, as well as music classes and photography on offer.
6. We will be working in partnership with the relevant agencies within the council, voluntary sector and the PCT to identify gaps in services provided and help them plan for long term needs of people with neurological conditions and their carers. We aim to do this through working in partnership with the voluntary sector, the council and PCT officers and through running a reference group. The group will help us to provide accurate information and the opinions of real people to the planning authorities. We will work with Link (Local Involvement Network Kirklees) to identify gaps in service provision and to follow up individual cases which are indicative of institutional failure.
7. We are committed to carers and we are engaging with, and supporting them more in terms of activities, facilities and the strategic development of the Centre.

Who Is Doing What?

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1. We are employing a part time fund raiser who will work probably on a commission basis and will take responsibility for organising major events.
2. We will have an NHS physiotherapist working part time at the centre.
3. We will employ a part time person who is knowledgeable about government policies and legislation relating to neurological conditions and long term care to strengthen the Nerve Centre's campaigning arm and to share information with individual members, group and external organisations (eg employers). The role would be to campaign, educate and inform. The ideal person for this role would work closely with the Council and PCT. If this role were to be successful the board might consider widening the remit of the Nerve Centre to assist individuals with long term conditions that are not necessarily neurological.