



Havering

Supporting and Educating
the local community

Annual Report 2015-2016



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Our Purpose

Mental health is the health and stability of our mind. Some people call it 'emotional health' or 'wellbeing'. Your mental health doesn't always stay the same. It can change as circumstances change and as you move through different stages of your life.

Life should be more than just 'getting by'. But for thousands of people living with a mental health problem that is all they can do. It doesn't have to be this way. We want everyone living with a mental problem to have a place they can call home, feel included in their community, and be supported to stay well and live a full life.

Havering Mind is a local mental health charity based in Hornchurch, Havering.

It is an independent charity and part of national Mind's network of local associations providing services across England & Wales. Although affiliated to them we don't receive any funding from national Mind.

At Havering Mind we are pro-active in supporting and educating people about mental health in our local community. We do this through:

- Providing advice and information
- Helping individuals learn how to manage their mental health
- Providing activities to create peer support

Our Mission

We provide advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise **awareness and promote understanding.**

Our Objectives

To promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions or emotional or mental distress requiring advice or treatment, in the London Borough of Havering and surrounding area (the area of benefit) in association and in accordance with the aims and objectives of

Our Vision

We won't give up until everyone experiencing a mental health problem gets both support and respect.



Our services encourage and promote...

Social Inclusion

Improved Wellbeing

Physical activity

Better coping strategies

Higher self esteem

Increased motivation

Better understanding of mental health

Mental Health affects us all

Chief Executive's Introduction

Welcome to Havering Mind's Annual Report which provides an overview of the past year and plans for the future.

Despite the challenges that are being presented, particularly in relation to funding, this is an exciting time to be offering mental health services as the government pledges to give mental health the attention it deserves. We have reviewed our strategic aims, ensuring we continue our drive to provide high quality services to meet the changing needs of service users and commissioners. The review was supported by national Mind and gave us, with our stakeholders, an opportunity to pause and reflect; to discuss and remember the strengths of the organisation; to sharpen the focus for the future; to shine the spotlight on areas for development.

Our **Strategic Aims** are the cornerstone to ensuring that Havering Mind is well positioned to take advantage of opportunities that may arise, to continue developing innovative and integrated pathways for people whilst ensuring we are sustainable for the future.

Our Key Strategic aims:

1. To be pro-active in supporting and educating people about mental health in our local community. We will do this through three key areas:
 - Advice and Information
 - Helping individuals learn how to manage their mental health
 - Providing activities to create peer support
2. To continue to work collaboratively with our existing partners and potential

“We are committed to supporting and educating the local community on mental health”

CEO Vanessa Bennett

Highlights and achievements 2015/16

- Launch of awareness campaign in partnership with Romford Recorder. **The campaign's manifesto is to encourage** people to talk and end stigma - increase awareness and access to services - fairer funding - educate children and young people - equal treatment of physical and mental health - up-skill GPs to become better at recognising mental health issues - better access to support - increased investment in education and prevention.
- Launch of Live a better Life project which focuses on physical and mental health
- Referrals to organisation increased by 66%
- Re-launch of Older Wiser Live Stronger Project
- Delivering awareness sessions to a wide range of audiences including **teachers, MP's, local councillors and health champions**
- The Wings & Wheels event, which 3000 people attended

I would like to take this opportunity to thank our service users, volunteers, staff and trustees for their contribution and achievements. I am proud of the transformation that we have undergone during the past year, particularly as this was achieved with difficult financial constraints in place and during a time when the London Borough of Havering, our largest source of income, is conducting a review of the services that it commissions from the voluntary sector. I look forward to the **organisation's future**. **Lastly I would like to thank our donors and supporters for** your commitment and support to our work. Without your help and financial support, we would not have been able to achieve the impact on the lives of people outlined in this report.



Chairman's Statement

Havering Mind's key objective remains that of supporting the residents of Havering who are affected both directly and indirectly with mental health issues, which we have undertaken for over 50 years.

This is the 3rd year that I have had the privilege of serving as the Chair of Havering Mind following on from my role as both Treasurer and Trustee for 6 years. Elsewhere in this annual report you will hear of the fantastic achievements that the staff, volunteers, service users and my fellow trustees have delivered in the past year. Also in this report you will hear of the commitment and plans in moving forward in somewhat difficult circumstances. These achievements have built on previous years hard work and dedicated efforts by all those involved in the organisation.

I feel compelled to raise some serious issues we have been presented with. Compared to my business career in general I have been blown away by the enthusiasm and hard work of our staff, volunteers and service users alike. However, what has surprised and disturbed me, is the apparent lack of regard of the value and importance of what is being delivered from statutory commissioning. This is compounded by the related inefficiencies, delays and errors within the tendering process.

This has resulted in massive funding cuts to Havering Mind (over 40% in the last 2 years), broken promises of commitment of funding, both in absolute terms and in **terms of massively missed timescales for decisions made by these organisation's**. As I am sure you will understand this has placed a huge strain on our organisation, not only in our ability of providing mental health services to Havering residents in general but also in terms of certain support services having to be cut.

As a body that is dedicated to providing mental health services, with a proven track record of quality and cost effectiveness, it is very frustrating to be spending so much of our time dealing with the problems these procurement departments are presenting us. It results in a significant drain on our resources and ultimately adversely affects the residents of Havering experiencing mental health issues, the latter point being the most important.

Havering Mind, in working at the coal face of actually providing mental health services to individuals, is not seeing any proof of this extra money and, as mentioned above, in practice is having its funds reduced together with not even obtaining assurances that our current level of funding (which is already cut by 40%) is being continued.

This situation cannot be sustained. Whilst we are attempting to obtain other sources of revenue we cannot deal, on an ongoing basis, with the significant cuts, uncertainties and procurement process inefficiencies we are faced with.

As always, on behalf on my fellow trustees, I should like to thank the staff and volunteers of Havering Mind for their continued support and hard work in providing the range of mental health services Havering Mind delivers.

“I have been blown away by the enthusiasm and hard work of our staff, volunteers and service users”

Chairman Bob Antell



Board of trustees

**Chair:**

Bob Antell

Vice-Chair:

Chris Gillbanks

Treasurer:

Steve McCann

Committee Secretary:

Eithne Herlihy

Directors:

Bob Barker
John Potter*
Eileen Wilson
Pronoy Bose

Donal Hayes
Lisa Hallett
Sheldon Aldridge*

Honorary Members:

Nick Hearn

Ray Hornett

Terry Kenney

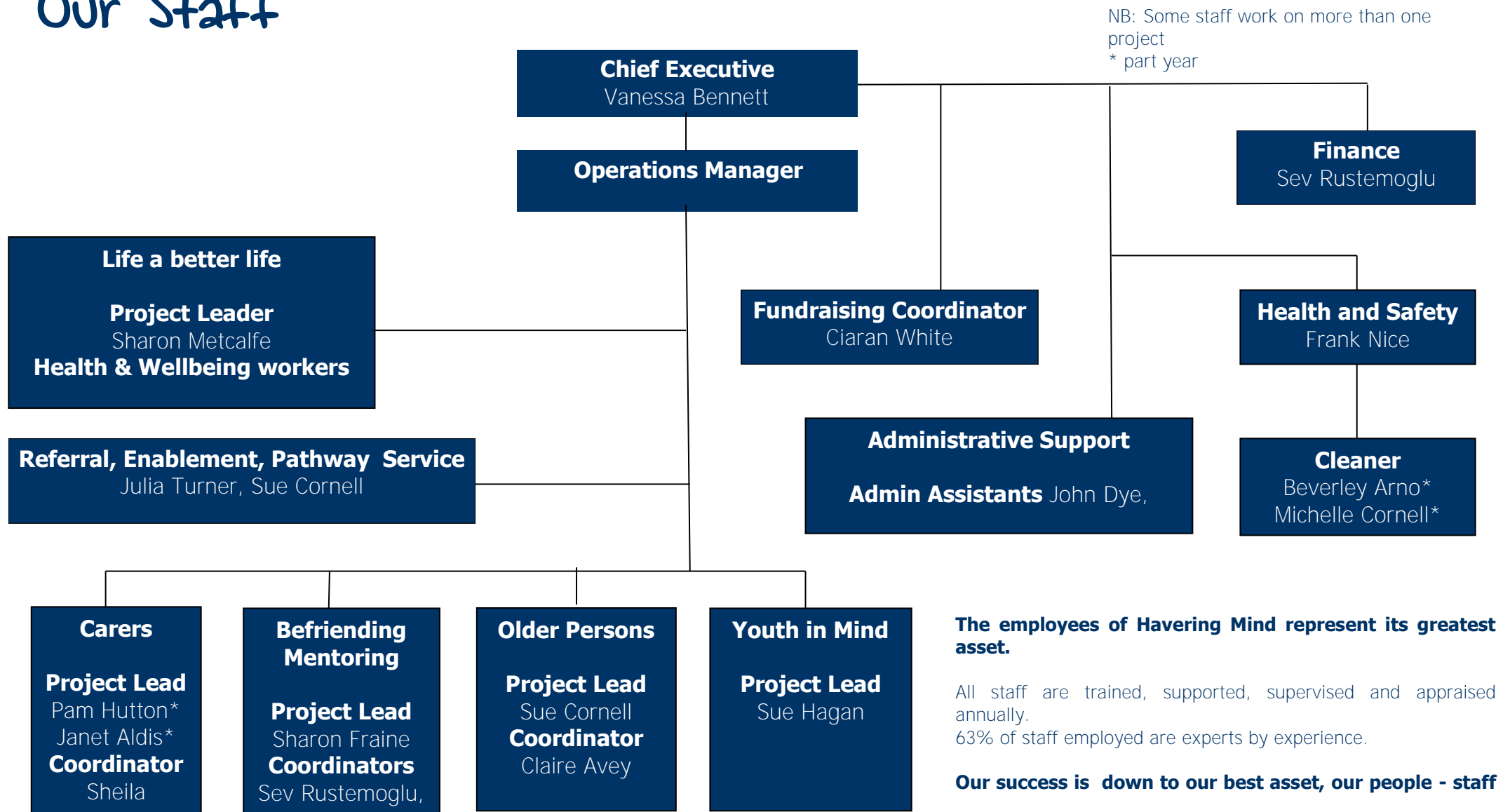
Invited Members:

Terry Kenney

President:

Dr Jason Taylor

Our Staff



The employees of Havering Mind represent its greatest asset.

All staff are trained, supported, supervised and appraised annually.
63% of staff employed are experts by experience.

Our success is down to our best asset, our people - staff



INVESTOR IN PEOPLE

Live a better life

Mental health problems range from the worries we all experience as part of everyday life to serious long-term conditions. The majority of people who experience mental health problems can get over them or learn to live with them, especially if they get help early on.

Physical activity is very important to both our physical and our mental health. Physical activity has a direct affect on a person's mental



During 2015/16 we received **151 referrals** with **69%** being on a self referral basis



We launched our new 'Live a better Life' health and wellbeing project on the 10th August 2015 with **53 people** attending our launch event. The aim of the launch was to promote the exciting project which has been funded by The Big Lottery for five years. We shared our vision on how it will be delivered and also introduced the staff team who are involved in facilitating the activities and workshops on the programme.

Our aim is to improve the recovery time of individuals who have experienced a crisis with their mental health and ensure ongoing support is provided to prevent further crises. We also aim to help people achieve improvements in their overall physical health by monitoring weight, BMI and blood pressure, thereby reducing the risk of obesity, diabetes and heart disease, as well as developing coping skills for mental health and to enable them to engage in activities in the community as part of their recovery.

How does the programme work:

Initially we meet for a one-to-one session with the participant to look at where they are in their recovery and how to plan any goals which are identified.

A 12 week Health and Wellbeing programme involving a 'pick & mix' of:

- Physical and sporting activities including Havering Walking for Health, Yoga, Badminton, Table Tennis, Horticulture, Choir
- Health workshops including nutrition, food and mood, healthy brain and diabetes
- Social peer support opportunities
- Emotional wellbeing workshops to include how to manage stress, depression, assertiveness, self – esteem, anxiety, anger
- Individual mental health support
- A personal health plan to monitor changes of BMI, Blood pressure,

Attendee has an evaluation meeting to discuss progress and further support options in the community.



Health workshop's proved to be a very popular feature of the programme with attendees learning a range of health subjects including:

- Understanding healthy eating
- Effects of Alcohol
- Smoking cessation
- Portion control
- Psychology of eating
- Understanding health
- Food labelling
- Fats & Carbs

"We encourage and support people to come together in a social, safe and active environment. People who are experiencing symptoms of anxiety can often be scared to engage with others around them, even too anxious to leave their own homes. But once the initial fear of walking through the door has subsided we find that most people engage with the programme, enjoy the company of others and 'come out of their shells'. We have seen such a change in so many people who use this service. It undoubtedly does help people to live a better life!"

During the year the garden at Harrow Lodge House has been maintained and worked on during all types of weather! We have a regular group who come in weekly and we have succeeded on their ideas and hard work. We were able to purchase a growing tunnel and grow vegetables this year. Due to the efforts of our enthusiastic volunteers with we have grown many shrubs and flowers from seeds and cuttings. Thank as to all the gardeners for their hard

"I have been coming to the gardening group for three years. I am very isolated and retiring by nature, but there is a sense of friendship and achievement here, and a feeling of peace when I come through the door"



Benefits and positive outcomes

- Participants will understand better the links between physical and mental health
- Further support through the creation of 'get out' peer networks
- People will have improved mental health and be less reliant on statutory services
- Improvements in the physical health of participants, reducing the risk of diabetes, obesity and heart disease

68% of Live a better life service users recorded a drop in their **blood pressure**

52% of Live a better life service users recorded a drop in their **weight**

Case study

I phoned Havering Mind 3 months ago in desperation. I am employed but my work was drying up and I found myself with a lot of time on my hands. I spent most of my time sleeping, thinking that this was not happening and slipping into depression. I was greeted by a friendly voice who advised me about the 3 month Live a better life course. The course was full of great activities; badminton, music therapy, social groups, walking groups, educational sessions and many other activities. There was no pressure to attend and I could come along whenever I had free time. I never thought I would engage with services again and it is now so obvious to me that even people who are working and whose lives seem relatively normal can find a need for mental health services, particularly Havering Mind. At the start of the course I had my blood pressure and weight taken and I was very tense at the time and stressed. By the end of the 3 months my blood pressure had returned to normal ranges from being very high at the beginning and I had lost weight. Now that the 3 months have come to an end I have access to a peer support group and have regained the confidence to continue with some of

Looking Forward...

We aim to support individuals from Barking & Dagenham.

Increase GP awareness about the programme.

Further embed peer support training in the programme.

Older, Wiser, Live Stronger

Older people can face significant life changes including retirement, bereavement, physical/sensory health issues and disabilities. Coping with these life changes can lead to depression or can worsen existing mental health problems and result in isolation and loneliness.

With Havering having the largest older population of any other London borough it is important that we ensure that the mental wellbeing of our

During 2015/16 **102 people** accessed the service.



"If things happen I will use the skills I have learnt to help me"

"I find it helps me cope better with everyday life"

"I live alone so really enjoy the company I enjoy coming and really pleased transport is provided"

Havering Mind provides this specialist service for older people living in Havering experiencing mental health problems. As a result of an in-depth review; we have made significant changes **to the older person's project.**

The project is now open to people 50+, the service is now delivered in 2 parts:

FGFW 'Feel Good Function Well' course, this programme combines a course to promote wellbeing and build resilience, with a community peer support element where people can meet peers and connect with the local community. Programmes include managing anxiety, managing depression, building assertiveness, managing stress, building self esteem and resilience using CBT based skills.

OWLS is a centre based day, this service is for older adults requiring a more supported and structured service to access meaningful activities, promoting social inclusion and providing support and information. At each session clients have access to a wide choice of activities. The group enables people to network with peers, build relationships and help improve confidence. A transport service is available for those with mobility or health problems, who otherwise would not be able to access the scheme. There is a small charge for this door to door service.

Benefits and positive outcomes

- Reduction in social isolation and loneliness
- Improved mental health and wellbeing having learnt to manage symptoms

53% of OWLS service users had a positive outcome in **Managing their mental health**

52% of OWLS service users had a positive outcome in their **social networks**

Case study

A female aged 59 who lives alone was referred to us by Havering Initial Assessment & Brief Intervention Team. She had a diagnosis of anxiety. A member of staff spoke to her on the phone to explain the service we provide and invite her to a one-to-one session. She reluctantly agreed as she said she had tried lots of things before and they didn't help. She received a one-to-one initial appointment where a recovery star was completed and the structure of the course was explained. During the 12 week course she had the opportunity to learn CBT and self help skills and tips to understanding her mental health better. She was able to meet and interact with people who were also experiencing problems with their mental health (clients speaking to others who understand their illness on a personal level can make the client not feel so alone). The service user experienced many positive outcomes. She was more focused and was using the skills she had

Looking Forward...

With Havering's increasing age demographic we are committed to expanding our service by promoting **it to more older people's groups and organisations** throughout the borough.

Younger Adults: 18-30

Every generation has its trials and tribulations and the young adults of today are no different. As a young person today you have to deal with a world that is harsh, critical, crazy, busy and wired 24 hours a day. Despite having more choice than ever, young people find themselves seeking more psychiatric or mental health treatment for conditions like anxiety, depression and ADHD.

Young adults can experience mental health problems due to difficult life experiences or their transition into adulthood. For some young adults this transition can also be affected by dual diagnosis of mental health

During 2015/16 **110 people** accessed the service.



"I feel confident enough now to be able to go back to college"
"I have made a lot of new friends which gives me hope for the future"

Case study

Before starting the programme I was a very anxious person who had very little confidence in myself. I would avoid meeting people and avoid all social situations. The programme has allowed me to meet new people in a safe environment and gain confidence in myself. I have been able to try new things which have also improved my confidence. Since I have been in the programme I have now had the confidence to enrol in a college course and I am thinking about going back to university next year. Before the course I would definitely not had the confidence to do either of those things. Although still anxious about going to college I am going to use some of the skills I have learnt on the course to deal with it. I liked the CBT part of the course as it helped me to work through some issues that I had. I have bipolar and borderline personality disorder so some of the CBT sessions were really helpful and relevant. I also liked the group trip to Stubbers activity centre. This was an excellent day that helped me build my confidence further and challenge me in a supportive environment. Life now seems more positive than it did before I went to the group. I have started going out with friends again and I am living

Our service enables young people (18-30) who are disadvantaged due to poor mental health, to play a fuller role in their community. This is achieved by supporting and developing a programme of peer support opportunities. Many young people made initial contact after seeking local support online or via social media. Many reported feeling the pressures of modern life and had sometimes coped by using drugs or alcohol or self-harming behaviour.

Young adults were offered a one to one initial assessment using the Mental Health Recovery Star Tool. An action plan is collaboratively developed with steps towards improving their **mental health. The Recovery Star assessment includes areas of someone's life including social networks, managing mental health, physical health and self-care, living skills, work, relationships, addictive behaviour, responsibilities, identity and self esteem, trust and hope.** The initial assessment is an essential start to the process of building a trusting working relationship with the young people. Risk issues are identified and signposting to other community and specialist support is offered including psychological therapies.

Our programmes are constantly evolving in line with course evaluations, best practice and the required learning outcomes for service users. The project has delivered 4 x 12 week programmes this year including the required elements of CBT skills training to enable coping

Benefits and positive outcomes

- Improved confidence and self esteem
- Increase in social skills with less isolation and less stigma
- Increased motivation and drive to fulfil life goals and career aims
- Creation of peer networks for on going support

Looking Forward...

We want to cement creative practices within the project that will encourage the services users to explore their own creative expression.

Mentoring

Problems in a person's mental health often arise during childhood and adolescence. Childhood and teenage years are a time when you are usually changing rapidly and developing all the time.

Problems can arise from a number of causes such as a troubled family life, bullying at school or problems with learning abilities.

During 2015/16 **76** young people were supported on the project. In addition to this there were **48** pre-referral consultations with families



"My son's behaviour has greatly improved, he no longer gets aggressive"
"She really listens to me, I feel I can talk to her and she understands me"

The aim of the mentoring scheme is to support children and young people between the ages of 10-18 living in Havering who are recognised as needing social and emotional support outside the family environment to prevent the deterioration of their mental health and improve their quality of life.

The volunteer mentor supports the child or young person for a set period of time by accompanying them to social activities on a one-to-one basis and in a group setting. The mentor provides a positive role model for the child or young person with the aim of increasing confidence, self-esteem and motivation, to give a sense of purpose and direction, supporting academic achievements where needed, encouraging positive behaviour and interaction and to inspire them to achieve their full **potential and to support them with life's challenges.**

The mentoring scheme encourages the child or young person to participate in the monthly planned activities, to learn new skills, gain team building skills and make new friends. Over the past year we have had 12 regular monthly activities that the children and young people have identified as activities they would like to do in and around the local community, giving them the opportunity to try new activities that they may otherwise not have had the chance to do. In addition to these we have had 12 group meetings at MyPlace where we have encouraged the children and young people to take part in Fun with Food, educating them to identify ingredients, their nutritional value and

Benefits and positive outcomes

- Helps prevent further deterioration in young person's mental health
- Supports them to achieve their goals and open up about their life ambitions
- Young people feel inspired to achieve their full potential

Case study

A volunteer who has been working with Havering's Mind's child and adolescent mentoring service for more than a year, described the delight she feels in supporting young people to develop their confidence and self esteem. She said: "You watch them grow and develop as a person and it's so amazing to think that you've helped with that. "We have lots of fun." Young people signposted to Mind's mentoring service may not have a diagnosed mental health problem. The team of mentors are there to provide support through what can be a difficult period. "It is common for mental health problems to develop during the transition stage from child to adult. "Early intervention is key. Our mentoring scheme aims to support children and young people aged from 10 to 18 who are recognised as needing social and emotional support outside the family environment, helping to prevent the deterioration of their mental health and improving their quality of life'."

A young person was referred to the project as they had been finding school and home life difficult and expressing themselves in challenging behaviour. A volunteer mentor supported the young person to agree to achieve and set goals like expressing themselves by talking and trying out new group activities

Looking Forward...

To provide mentors with additional training, so they have a greater understanding and knowledge when supporting young people experiencing difficult situations and to build their confidence when dealing with these issues. The scheme would also like to work more closely with parents/guardians and young people to encourage communication and team work and to provide an information pack of services and activities within Havering.

Carers Support

As a carer you can spend a considerable amount of time looking after another person. This can be quite a stressful, worrying and time consuming lifestyle, which can have a negative effect on your mental wellbeing. It is vital that carers are given the resources and time to be able to look after themselves as well, in order to remain effectively

During 2015/16 **775** support calls to **177** Carers who are registered with the project and there were **265** individual attendances at monthly support meetings.



"Telephone support is vital, always someone to listen to you"
"It is nice to have someone ask "how are you"?"
"Feel understood by people in similar situation"

The Carers Project provides support for carers of individuals with a mental health condition such as Schizophrenia, OCD, long term depression and across the spectrum of disorders. The main aims are to maintain and improve the health and wellbeing of carers. The project provides opportunities for peer support in order to reduce social isolation and support carers to continue their caring role in the community for as long as possible, whilst having a life alongside their caring role. It provides signposting to relevant services to meet carers needs. This is especially important when carers are in distress. The project provides monthly coffee mornings, support meetings and a Newsletter.

In July we moved from quarterly to monthly Newsletters to keep carers informed of support meetings, carers rights, events and local services that may be of use to them and their cared for person.

The project enables carers' voices to be heard by participating in the Mental Health Partnership Programme, carers meetings, arranging specific Mental Health Carers Consultation and participating in follow up consultation. We attended the NELFT Carers Count Conference and encouraged carers to get involved in training Approved Mental Health Professionals (AMHPs). Partners involved in highlighting carers perspectives in the Mental Health Improvement Collaborative NELFT A&E).

Benefits and positive outcomes

- Carers have a forum in which their voice can be heard
- Carers get to talk about their caring issues in a safe and discreet environment
- Opportunity to learn and gain more information about support for carers in the borough

Case study

Havering Mind has been my guiding light and my anchor for many years. My child, my perfect, talented, funny, gifted, amazing child was lost to me through mental illness. Occasionally my child returns to me, but the heartache and pain we have suffered throughout this time was channelled towards a more fulfilling life through Havering Mind. The complete feeling of isolation and desolation was eased when I began to attend Havering Mind Carers Group, where I found company, conversation, comfort, advice and knowledge that I was not after all alone. I rediscovered laughter! The world was a better place, my confidence returned; I could see a future for my child and me again. I was freed from my cocoon of misery and became able to socialise with family and friends, rebuilding a life which had some meaning. It's not fashionable to become 'dependent' upon a support group, but I am eternally grateful to Havering Mind for giving me the opportunity to achieve a way of life I would never have thought possible through those dark times in my life. Long may

Looking Forward...

Carers to be included in Havering Mind's Peer Support Programme to encourage increased peer-organised and sustainable social events. Review carers to ensure meeting project goals and carers needs. Work with partners to deliver any training that will provide information or skills for carers to

Peer Support

Peer support takes account of the great things each person brings. It focuses on the **strengths** of each individual and not on a diagnosis of a mental health problem.

Peer support is often essential in people's recovery from mental health issues. We often need reminding of our own abilities, gifts and skills when we are unwell, and it often takes other people (peers) to remind us



"I learnt that helping others is something I want to do and it helps me sustain my own wellbeing"

"I've got a better understanding of my own mental health problems"

"I do find by listening to other people's problems gives you a better outlook"

"I learned about it not just being about supporting others, it's also about supporting ourselves and maintain a healthy and balanced routine"

Peer support is a fundamental part of Havering Mind's culture of giving and receiving support founded on key principles of respect, shared responsibility and mutual agreement of what is helpful.

We have formalised our peer support within the organisation this year through a small grant from national Mind which enabled us to develop and implement a successful Peer Supporter Training Programme (based on the Oxfordshire Mind's model) and Peer Support Plan.

During this year service users, staff and volunteers bought into the principles of respect, shared responsibility and mutuality being essential to the growth of peer support within mental health provision both within the organisation and externally. Our fundraising and public awareness campaigns have been far reaching this year as the charity has celebrated 50 years. We have been highly visible locally as a leader in mental health support and education. Our focus has been to reduce isolation, prevention and the importance of peer support in our communities.

We engaged **38 individuals** to participate in Peer Supporter Training which on completion registers them as Peer Supporters with our organisation. This is a pre-cursor to formal volunteering.

Through the whole of the process all activities were focussed on the principles of peers supporting each other, gaining the skills and knowledge to manage their own mental health and supporting the development of peer groups.

Training modules covered include:

- What is peer support
- Learning and recovering
- Helping each other



Case study

I started coming to Peer Support when I was very unwell. At first I was quite worried and anxious at meeting people I didn't know, especially talking about my feelings and problems, but it was reassuring to meet people who had been through similar problems or felt the same way I did, I now meet up with my peer support group every week. It gets me out of the house, and gives a bit of structure to my day. We talk about what each of us has been up to in the past week, and if anyone is having a problem or difficult time we support each other through it by talking about it and finding ways to overcome it, we often have a laugh and it can really improve your mood by talking to people who you feel you can trust and share with, some days I don't feel up to attending, but that's okay it's not mandatory to attend and we all have bad days now and then, just knowing the group is there for when I'm feeling up to attending is reassuring.

Looking forward...

We look forward to making further connections with local businesses, helping to raise awareness of mental health in the workplace.

In conjunction with Havering Adult College we are hoping to run Maths and English courses at Harrow Lodge.

Referral, Enablement and Pathway Service (REPS)

People with mental health problems can find it difficult to understand, process and communicate their needs or make important decisions when they are unwell.

Mental health and social problems that are closely linked to poor mental health can be very expensive and generate costs across a range of public bodies. On the other hand, advice, information and support interventions are significantly cheaper than the cost of picking up the pieces after

During 2015/16, REPS supported **68** individuals with interventions including; preventing financial crisis, welfare rights issues, housing and homelessness, emotional and mental health crisis, fuel poverty and



"I'm very grateful to REPS for help and advice and the support at this difficult time. I've been finding sorting out problems a very difficult task"
"They have been very good, lots of support. Helped my living situation, finances and mental health"

Case study

A male service user aged 61 (M) who has a diagnosis of enduring Generalized Anxiety Disorder (GAD) was referred to REPS. He had become increasingly distressed and endured long periods of isolation at home, although he was managing to attend the horticulture group once a week, **receiving support from staff and volunteers. M's mental health suddenly deteriorated leading to withdrawal, anxiety and a relapsing mental health state.** When staff assessed why he was relapsing it became apparent that his ESA work capability assessment had resulted in him losing the benefit and being transitioned to other benefits related to seeking employment. M has a long history of severe isolation, having no friends or family as support, very limited protective factors and self-neglect as a long term pattern associated with his condition. REPS staff carried out an immediate crisis intervention, giving him support to manage his financial position and to seek further medical interventions.

M's Mental health was prevented from further deterioration and from reaching a major crisis requiring in-patient admission. His connection with the local community and statutory networks has improved and his isolation reduced.

The service is specifically targeted at people with a mental health problem, who have been discharged from, or do not meet the criteria for secondary services.

REPS is a **short term service** for those who are unable to access a co-ordinated care plan and will be left unsupported in the community. The service provides 6 interventions including a holistic assessment of need at the point of social or other crisis, to prevent re-admissions into statutory mental health services. Service users access the service in or approaching a crisis situation or when

Examples of issues presented by people needing our support:

- I have had a letter saying that my benefits are going to change, what does this mean?
I'm worried about how I will pay the bills
- I have been moved on to JSA, how can I challenge this decision?
- My doctor/psychiatrist has supplied a letter confirming that I am unfit for work but the assessors will not accept this and are cutting my benefits
- **I have been asked to go for a work capability assessment for ESA but I can't leave the house! I have told the DWP but they won't acknowledge this and still expect me to attend the assessment**
- My living environment is damp with no heating or hot water

Benefits and positive outcomes

- The project is a lifeline for people who don't have a voice to be heard
- Prevention in problems that lead to a crisis
- Reduces the need for statutory care such as secondary mental health services and in patient admission

Looking forward...

We will be continuing to work with people in need of support during a crisis and build new partnerships with our community networks to ensure the best outcomes for our service users.

Befriending

Often those who experience problems with their mental health can feel and become very isolated and out of touch with the rest of the community. Depending on the extremity of the problem (s), the person may feel unable to go out of their homes or function properly as they had in the past.

It is important for these people to have the opportunity to be

The aim of the befriending scheme is to support adults with mental health problems by helping to alleviate some of the isolation suffered by providing emotional and social support.

The volunteer Befriender supports an individual on a one-to-one basis for an agreed period of time, by working together to identify steps to achieve the individual's aims, to overcome their difficulties and improve their quality of life. The scheme has provided successful recovery journeys for many individuals facing the difficulties associated with loneliness and isolation.

During 2015/16 **60** people were supported on the project including home visits and one to one assessments followed by signposting and onward referral or partnered with a Befriender and supported in their

Benefits and positive outcomes

- Decreased isolation
- Improved confidence and self esteem
- Increased access to the local community



**"I really enjoy meeting my befriender she is really kind and patient'
"My befriender is such a nice person, we have lots of intelligent conversations
and she really listens to me"**

**"Didn't realise that just meeting with someone for a couple of hours would
make such a difference"**

Volunteer Involvement

Havering Mind is supported by a dedicated team of volunteers who work in various roles including: our main office hub providing essential administrative support, Befrienders, Fundraising, Management committee, Mentors and supporting the facilitation of group work within specific projects.

The team consists of 62 volunteers with over 60% having lived experience of mental ill health. In addition to this we have had 15 volunteers that have supported specific fundraising events.

Many volunteers with lived experience report a sense of improved confidence and self reliance after becoming a volunteer.

"I enjoy volunteering it is a positive experience and I feel I can make a difference"

"It gives me a focus and stops me being from lonely and isolated"

"Volunteering gives me a sense of achievement"



Looking Forward...

We want to be able to provide further training opportunities for volunteers to add to their skills and experience.

We also want to encourage more volunteers to get involved with our fundraising and awareness activities.

Partnerships

Partnership working between the NHS, social services and the voluntary sector is a central focus of government policy. Service users with complex mental health care needs and their carers require the many agencies that provide them with a wide range of services and personal support to work

Having Mind continues to drive to provide high quality services and individual outcomes to meet the changing needs of service users and commissioners. We know from experience that this can often be best carried out through partnership. We work with partners in a range of relationships and from a range of sectors to ensure individuals benefit from the most appropriate support to fit their needs.



Our ongoing partnerships focus on strategic and frontline service delivery. Strategic partnerships include sitting on and contributing to a number of boards and working groups including:

- Mental Health Partnership Programme (including Personalised Care and Support, Carers, Mental Health Promotion, Employment & Education, Training, Social Inclusion and Work Streams)
- Voluntary and Community Sector Forum
- **Havoice** (group of local providers concerned around improving and delivering children's and young peoples services)
- COMPACT

We have ongoing partnerships with:

- North East London NHS Foundation Trust (NEFLT)
- Havering Talking Therapies
- London Borough of Havering Adult and Children's Social Services
- London Borough of Havering Welfare Rights Unit
- Local schools and colleges
- Child and Adolescent Mental Health Service (CAMHS)
- National and Local Mind organisations

We are also part of the **Mind in London Network** – A Voice for Mental Health in the Capital, which is the largest Third Sector service delivery network across London providing mental health services. The network is made up of local Mind charities run by local people, for local people. Together we provide over 200 different services each year to meet the needs of more than 34,000 people of all ages across the capital. We involve over 1,300 volunteers, extending our reach and impact. We empower those who use our services, their carers, supporters and neighbourhoods, promoting positive social ac-



Mind in London - A Voice for Mental Health in the Capital



During 2015 we became one of the charity partners for the London Green Points scheme in Havering.

Looking Forward...

Our plan is to continue to develop partnerships and working in collaboration with other organisations and services to ensure best outcomes for individuals. We will persist with seeking funding opportunities with future partners and ensure best use of valuable resources.

Community Fundraising

Our fundraising activities again continued to grow throughout 2015 and into 2016. The fundraising group organised a number of large scale community events which were very well attended and increased our presence in the local community. These events helped to raise vital funds for our charity.

Highlights included:

- A special 'dinner dance' to celebrate our 50th anniversary
- 334 dogs taking part in our 3rd annual dog walk (with hundreds more humans!)
- An 80s themed musical extravaganza at The Queens Theatre
- The launch of our first car show 'Wings & Wheels'

Throughout this year we have seen an increase in the number of members of the local community taking part in their own fundraising efforts on our behalf. These have included a variety of events such as dress down days, craft events and bake sales.

In May 2015 a 71 year old gentlemen took part in a skydive on our behalf! Also that month a group of people took part in a special 'Silent night walk' around London!



"As mental health is becoming a more widely recognised and talked about subject, we are seeing an increase in members of the local community raising vital funds for us"

The
**BIG BLUE
RUN**

**BACK
TO THE 80s**



Events
we held



'Wings & Wheels'
Classic Car & Bike Show
+ light aircraft fly in

In July 2015 we held our largest and most ambitious event to date: the Wings & Wheels car & bike show + light aircraft flyin. The event featured 100s of vehicles on display including classic cars and light aircraft. An estimated **3000** people came making it great success.

It is our vision that this event will continue to grow and become a key family day out in the borough in future years.



Raising Awareness

With any fundraising event we do there will always be an objective to raise not only funds, but also awareness. In these early stages of our fundraising strategy it is crucial to establish a connection with the local community.

Our aim is to ensure that as many people as possible in Havering are aware of the services we provide, and are better informed about mental health issues.

For many people, mental health is something that they do not understand, cannot explain or find hard to talk about. Having a presence at the many community events that take place across Havering is a great way to inform and educate people on the subject.



We were delighted to be chosen as one of the Mayor of Havering, Cllr Linda Trew's, charities for the duration of her term in office (May 2014-May 2015). Over the course of this time she held a number of fundraising events including a night at the dogs, a pie and mash night and quiz night! These efforts raised a massive **£10,000** for

We have continued to attend local community events across Havering to ensure that as many people as possible recognise our organisation as the leading mental health charity in the area.

Our choir is pictured here in Tesco's Roneo Corner celebrating Her Majesty The



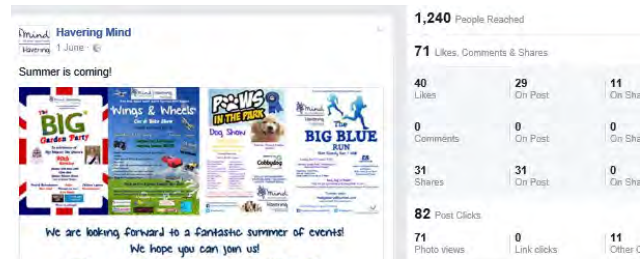
We are involved in a number of key mental health partnership boards in Havering, influencing service quality and improvement and raising awareness.

Below is the Mental Health Promotion board who organised the mental health



We have continued to increase our presence on social media sites, in particular Facebook. We regularly post stories, links and facts about mental health which are being seen by an increasing audience. When people click on our posts and share them it increases our ability to be able to spread mental health awareness.

Raising awareness online is one of the simplest ways in which people can help to support us. The more 'LIKES' we have on Facebook, the more people can see and access our content.



Looking Forward...

To build on our exciting and varied events programme.

To increase the public understanding of the services that both we and national Mind provide.

Check out our website for more information:
www.haveringmind.org.uk/fundraising
or email :
ciaran.white@haveringmind.org.uk

Mind your mental health campaign

In January 2016 we launched a major mental health awareness campaign with local paper the Romford Recorder.

Throughout 2016 this campaign will highlight the different aspects and issues surrounding mental health.

The aims of this campaign are:

- To raise awareness of mental health in Havering.
- To encourage people to talk.
- To lower the stigma and discrimination that exists.
- To highlight the services available in Havering and encourage local people to seek help and support if needed.
- To encourage local schools and businesses to get involved as much as possible and get them talking about mental health.



The front page of the Romford Recorder on the day the campaign begins:
8th January 2016



"Improving the borough's mental health is not something we can do alone. We need readers, supporters, politicians and health bodies to support us by sharing their experiences and pledging their support. We're looking forward to working with our community to reduce mental health stigma and improve the wellbeing of community throughout the year"

Romford Recorder Editor, Chris Carter

Romford Recorder





Various local businesses', organisation's and key figures have pledged their support for the campaign by posing for pictures with its distinctive #iMind logo.
Included in some of the pictures are the Romford MP Andrew Rosindell, Mayor of Havering Cllr Philippa Crowder, National mental health



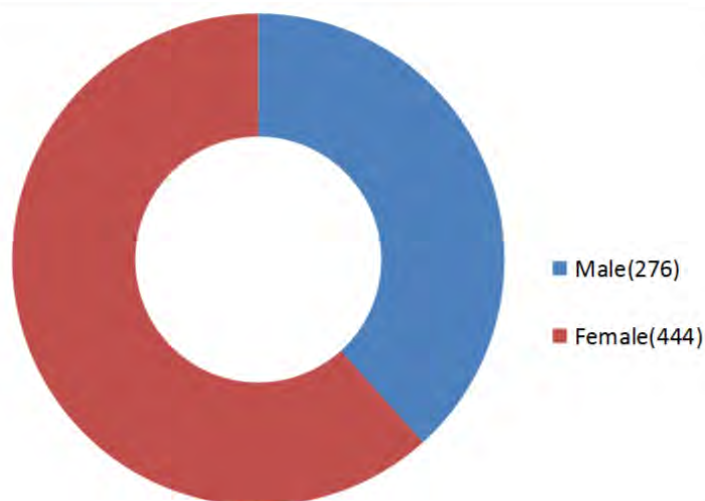
In February we held a special event at the Houses of Parliament to coincide with the launch of the campaign. Hosted by MP Andrew Rosindell the event was very well attended with representatives from our key partners including other Havering care organisations,



You can support this campaign by pledging your support for mental health by signing the online pledge page on the Recorder website:
www.romfordrecorder.co.uk/news/mindyourmentalhealth

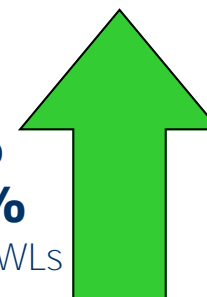
Statistics

Gender



During 2015/16:

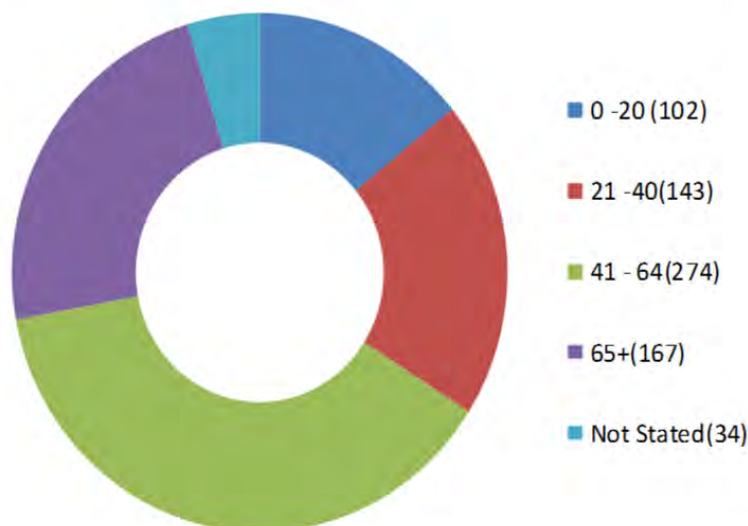
- **720** people accessed our services overall
- We received **410** new referrals, an increase of **66%**
- The number of carers we supported increased by **18%**
- The number of older adults supported in our OWLs service increased by **32%**



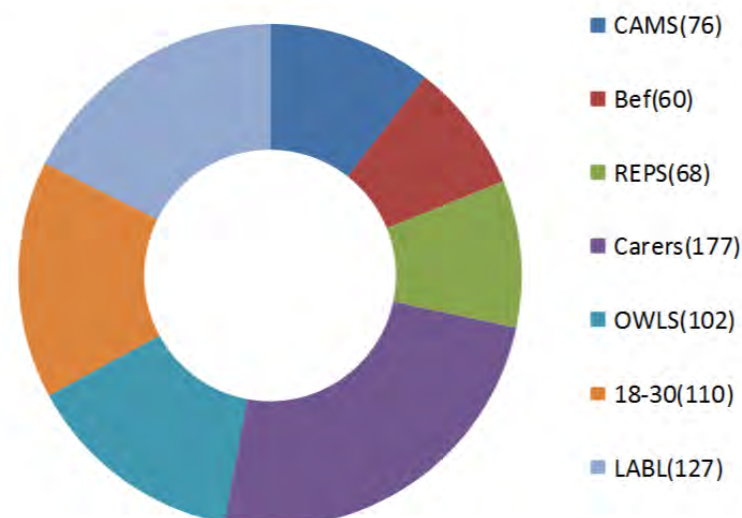
37.5% were self referrals
31% came from Mental Health services
8.7% came from GPs

- We also supported **400** further people through advice and

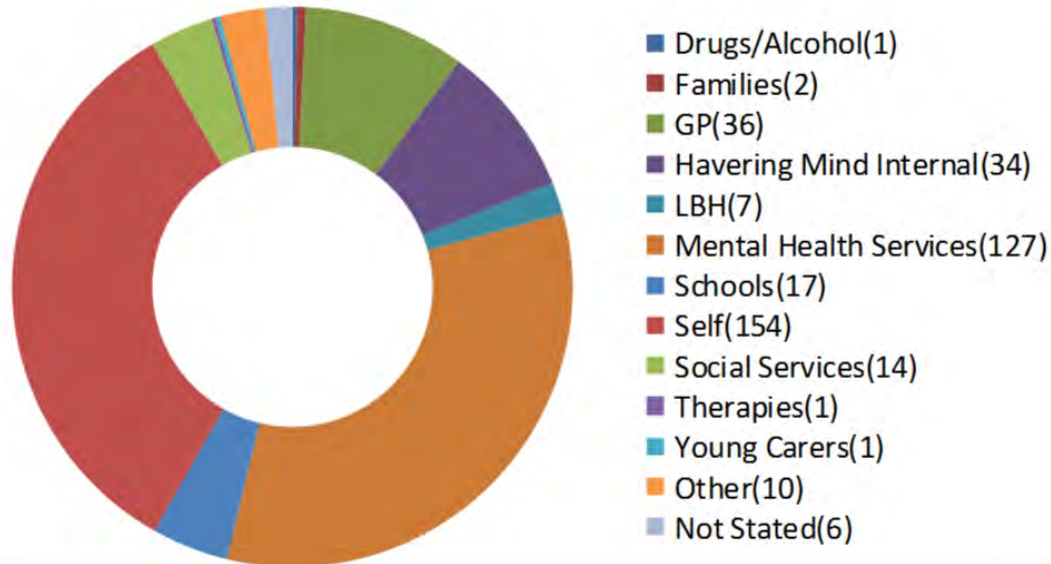
Age Grouping of Clients



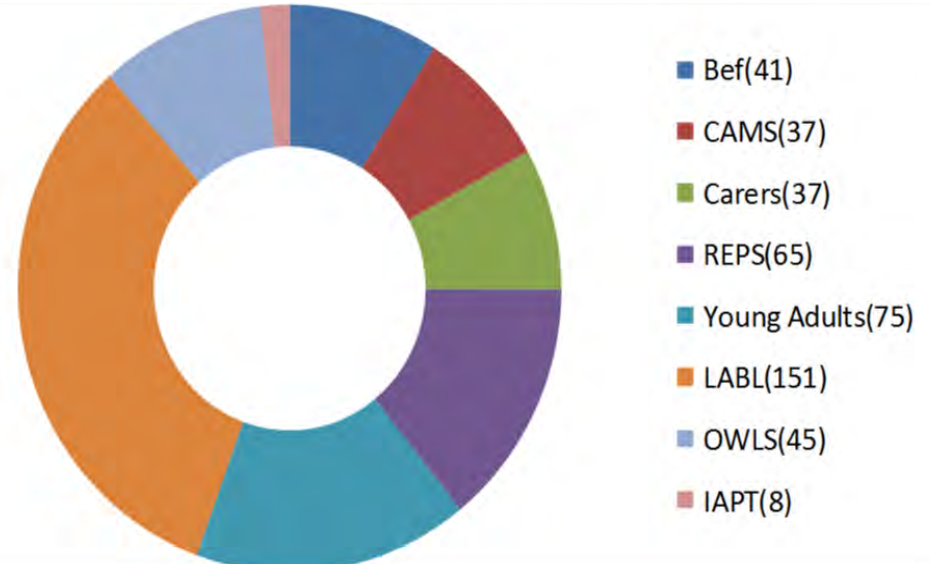
Clients Attendance by Project



Source of New Referrals



New Referrals by Project*



*The total number of new referrals by project was 459. This is higher as some service users were referred to more than

Mental Health Recovery Star

At Havering Mind we use the **Recovery Star** outcomes tool that records and measures individuals' progress on their road to recovery. The different aspects of a person's life that it supports includes: managing mental health, self care, living skills, social networks, identity & self esteem, trust & hope, work, relationships, responsibilities and addictive behaviour.

The individual has a one-to-one meeting with a staff member when they first access one of our services where they complete a recovery star and identify together, where they are on the ladder of change for each outcome area. At the end of a programme they then complete another recovery star which tracks how their recovery has progressed.

51% of clients reported a positive outcome in **Managing their mental health** better

49% of clients reported a positive outcome with increased **Social networks**

43% of clients reported a positive outcome in their **Physical health & self care**

3000

People attended our first annual Wings & Wheels car show event!

334

Dogs took part in our 3rd annual dog walk!



1300+ Likes
HaveringMindCharity



1500+ Followers
@HaveringMind

Quality



Havering Mind is committed to delivering high quality, innovative services. We hold the prestigious Investors in People Award and have achieved Approved Provider Standard from the Mentoring and Befriending Foundation.

We have also been assessed by national Mind as meeting level 2 standard which is endorsed by the Charity Commission. To achieve this we follow a lengthy process which involves answering an in depth questionnaire and providing documents and other evidence of complying with the standards. The assessment covered all aspects of governance, training, safeguarding, service delivery and transparency in our dealings with stakeholders as well as a commitment to the aims of national Mind. The process also involves an onsite assessment.



User Involvement

Havering Mind prides itself on being a user-led organisation.

Its Management Committee includes user and carer representatives. There are regular client meetings and annual surveys to ensure that the organisation remains responsive to the needs of the people who use its services. We hold forums and planning days which involve our clients and those who care for them in developing and improving our services.

Havering Mind is continually striving to improve its efforts to better the experience of those involved with its services and user involvement is key to this. Our organisation is supported by a dedicated team of volunteers who



"I find the monthly service user forums very helpful as it gives us all a chance to share our views on improving the organisation's services"



Thank you!



To the volunteers who have given their time within our projects and behind the scenes

To the organisations and individuals within them that have contributed to our success through partnership

To our dedicated team of staff

We would also like to take this opportunity to thank our funders, corporate and individual supporters who have enabled the organisation to continue with its work. These have included the following:

Our Funders:

Big Lottery Awards for all
Big Lottery Fund
City Bridge Trust
Garfield and Weston
Havering CCG
London Borough of Havering
Lloyds TSB Bank Foundation

Organisations that have supported us:

Barclays Romford
Cafe Nero Upminster
Carlton Baker Clarke Accountants
Damyns Hall Aerodrome
Halifax Romford
Jaguar Grange Brentwood
KB Technology
Kingston Smith Accountants
Lanes for Drains, London

London Green Points Scheme Havering
Metrobank Romford
Mullis and Peake Solicitors
Nationwide Romford
Ref Right
Royal Air force Cadets Romford
Sainsbury's Hornchurch
Sternberg Reed Solicitors

Donations and fundraising are increasingly significant to maintain the level of service that our users need and deserve. Any support that you feel able to give, either through donations or organising an event will be gratefully received and applied.



@Havering Mind



HaveringMindCharity



Havering Mind

Treasurer's Report

FINANCIAL REVIEW

Total revenue for the year ended 31st March 2016 was £287,693 representing a reduction of 31% compared with last year.

Total costs were £314,910 representing a reduction of 23% compared with last year.

Net deficit for the year amounted to £27,217 compared to a net surplus in the previous year of £3,479.

Free reserves have increased to £113,030.

The significant deficit for the year reflects the reduction in income in 2016, caused by the cessation of funding by Havering Clinical Commissioning Group (CCG) of the Community Wellbeing Service. The loss of the contribution to the core costs of the charity, from each project, together with an increase in general costs i.e. the charity now pays £15,083, annually, in rent, rates and service charge to the London Borough of Havering has meant that project income no longer covers the running costs of either the projects themselves or the overall charity.

The main sources of income for the year are the London Borough of Havering (£128,317), a final payment of £30,000 from CCG and other charitable foundations. (£83,271) The deficit is required to be met by fundraising, with activities in the local area, together with funding applications to charitable foundations to cover the core costs of the charity. The accounts show non project income in the year of £36,712. Without this income the charity could not continue its current services.

The charity's main expenditure item continues to be staffing costs, which, at £212,760 represents 68% of total expenditure as compared to 66% for last year. Staff salaries were increased in 2016 to reflect current rates of pay within the sector. The organisation continues to benefit from an experienced, dedicated and hardworking group of staff and volunteers alike, without which our quality range of services could not be maintained in such an efficient manner.

The accounts include expenditure of £16,456 in respect of professional fees paid to Competitive Solutions Limited an external fundraising firm. This was in respect of a "success fee" for the five-year National Lottery funding for the Live a Better Life project.

Our community fundraising team, led by Ciaran White, continue to be a strong force in the local community not only raising funds but increasing awareness of the charity throughout the Borough of Havering. Their fundraising activities, as stated above, form an integral part of the income needed to maintain the charity in its current format.

On behalf of my fellow Trustees I would like to thank all the staff and volunteers for their efforts and professional approach in supplying the range of services the organisation provides.

FUTURE DEVELOPMENTS

The London Borough of Havering, our largest source of income, is currently conducting a review of the services that it commissions from the local charity and voluntary sector. All current services will be decommissioned on 30 June 2017 and recommissioned by public tender between September 2016 and March 2017. As the leading mental health charity in the borough, Havering Mind will participate in the various tenders as they relate to mental health services and, if successful,

Treasurer's Report

CONCLUSION

In summary, the charity continues to be financially stable, largely because of its previous reserves policy. However, it cannot continue to run at its current deficit level into the future. The Board will endeavour to increase income to ensure stability in what is a very difficult economic climate, whilst striving to further improve and expand our services in assisting all members of society that are affected by mental health issues.

Copies of the full audited accounts are available from the charity at Harrow Lodge House, Hornchurch Road, Hornchurch, Essex, RM11 1JU.



Havering Mind Treasurer Steve McCann, CEO Vanessa Bennett and Chairman Bob Antell at the first annual Havering Mind Golf Day.

Mental Health in Havering: The Bigger Picture

Mental health is a huge issue to society. It is the largest single cause of disability in the UK, representing 23% of the total burden of ill health.

You hear of statistics like '1 in 4 people will experience a mental health problem during their lifetime' But what does this mean in terms of your local community in Havering? On this page we have highlighted some of the statistics that are specific to Havering. They have been taken from the Havering Joint Strategic Needs Assessment (JSNA) which is the ongoing process which local



249,085

Havering Population 2016.

Note: Havering's population is growing at a faster rate than any other London Borough.

46,207

Estimated number of adults in Havering aged 16+ who have **at least one** psychiatric disorder (Havering JSNA 2015)

9,300

Number of adults in Havering who have a **diagnosis** of depression

33,550

Estimated number of adults in Havering aged 16+ who have **considered suicide** (Havering JSNA 2015)

16

The average number of individuals who **commit suicide** per year in Havering (Havering JSNA 2015)

25,214

Number of people in Havering who provide **unpaid care**.
This is **11%** of Havering's residents.
(2011 Consensus)

266

Number of hospital stays for **self harm** in Havering
Rates of self harm are **7th out of 32** in London Boroughs.

23%

Of residents are over the age of 65, making Havering one of the **largest older populations** in London.
(Havering JSNA 2015)

£44 million

Was spent on mental health care in Havering in **2012/13**.
Of this only **2%** is spent on **prevention** and only within substance abuse

Please note: These figures are based on **diagnosed** cases. In reality the figures would be higher as many people either don't recognise or understand they have a problem with their mental health, are too afraid or ashamed to seek treatment or simply don't know how to access treatment.

Why Havering Mind is needed...

Referrals to our services are at an all time high whilst at the same time our funding is not reflecting this.

We think it is time we highlighted the benefits of what we provide and why the services we offer



So, why is Havering Mind needed?

- We have a proven record of providing **quality services** to the people of Havering for over 50 years
- Individuals who access our services will have **improved mental health** and be less reliant on statutory mental health services such as the NHS
- We provide **cost effective** services that reduce pressures on more expensive statutory services
- We give people the tools and skills to **better manage** their mental health and look after their own wellbeing
- We provide information, advice and support which **prevents a crisis** from occurring
- We are a **well known and well respected** organisation.
- People in the community **know of us** and **trust us** and therefore more likely to approach us for information and support
- We are key in **leading mental health awareness** in the borough and beyond, promoting **better understanding** and helping to lower stigma
- We can provide **early and effective** advice and support reducing demand on already pressurised statutory mental health services
- We are part of the **largest federation** of mental health charities' in England and Wales (Local Mind Network)
- Our staff team are **experienced and dedicated**, ensuring that the journey of the individual service user is at the heart of all we do
- We strive to work in **collaboration and partnership** to ensure best outcomes for

"I feel that the staff at Havering Mind understand my support needs and my mental health challenges"

"I found Mind to be very supportive and it provides me with a sense of direction"

"My daughter has had problems with her mental health issues and had no one she could turn to, see or visit until a friend told her about Havering Mind. The support she has had has helped her to leave her house and to walk down the road on her own"

"I feel much more able to confront my problems now.
I feel stronger"

"I know that the people I talk to understand me, won't laugh at me and are people who I can trust"

"It wasn't until I came to Havering Mind that I found out there was someone to help me"

We don't measure our success by financial turnover; we measure success by ensuring we are there to support people through difficult times and aiding their recovery

What we do works!

Looking to the Future...

We are committed to continuing to raise awareness of mental health throughout Havering.
We believe that the best way to do this is to get out in the community!

Overall we want to:



- **Increase awareness of mental health**
- **Increase the number of people we support**
- **Increase the local knowledge of mental wellbeing**



Launching new training programmes

In late 2016 Havering Mind will launch its new training programme.

Poor mental health is now the number one reason for staff absence.

Mental health training offers **a cost-effective** way to promote mental well-being in your organisation and at home.

The training programs are:

1. Mental Health Awareness
2. Mental Health and how to support someone
3. Mental Health in the workplace
4. Mindfulness
5. Mental Health and physical activity
6. Coping with life courses



Expanding our peer support network

We are committed to further expanding our peer support network. We are going to continue to encourage and offer peer support training to people who can go on to develop and lead peer groups in the community.

In a challenging economic climate it is essential to work with as many people as possible and sustain their recovery journeys through the use of community peer

Training Programmes



Get Set to **GO**

Working closer with GPs

Despite previous efforts, there does seem to still be a low amount of awareness about our services given that only **11%** of our referrals came from local GPs.

We are committed to working closer with local GPs to improve access to services for local people. National Mind have recently launched a campaign called 'Find the words' which is all about encouraging people to talk to their



Expanding our online presence

We want to increase our online presence to be able to reach more people and use online tools like social media to increase awareness of mental health and our services. During 2015 our website was revamped to give it a more 'cleaner' and easier to navigate look. We are looking at having more resources online for people to download.

Our Facebook presence has been steadily increasing over the past couple of years. We see this as a key area to grow in order to reach more people, in particularly to connecting with younger people.



'Heads Together'

We are keen to encourage more members of the community to take part in challenge events on our behalf. Not only do these raise vital funds for our charity, but also they can be a great way to get people involved in physical activities that will have a positive effect on their mental wellbeing.

Over the course of the next year we will be supporting the national **'Heads Together'** campaign which is a new awareness campaign funded by the Royal Foundation and supported by national Mind. This campaign is spearheaded by their Royal Highnesses' The Duke and Duchess of Cambridge and Prince Harry and is the official charity partner of the 2017 London Marathon, in which our



We will continue to strive throughout 2016/2017 to improve and further develop our services so that



Havering

**Havering Mind
Harrow Lodge House
Harrow Lodge Park
Hornchurch Road
Hornchurch
RM11 1JU**

Supporting and Educating
the local community

01708 457040