



Havering

Supporting and Educating
the local community

Annual
Report
2016-2017



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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.

Mental wellbeing is a vital part of our lives.

Havering Mind is a local mental health charity based in Hornchurch, Havering. We are 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
- Raising awareness and providing education to reduce the stigma around mental health

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 national Mind.

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

We all have a Mental Health

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 presented, particularly in relation to reduced funding and increased demands, we have risen to the challenge and continue to deliver high quality services to our community. We have found innovative ways to provide more for less as demand on our services increases as stigma starts to recede and more people are seeking our help. This has only been possible due to the commitment and hard work of our people and I would like to take this opportunity to thank each and every one of them.

Every year we are overwhelmed by the support we receive from individuals which is why we have introduced the Ambassador Scheme which aims to recognise and thank individuals who have been nominated as they have taken outstanding action to support the organisation, raise awareness of mental health and challenge mental health stigma. This year four individuals have been nominated and received recognition

- **Matt Antell** for his commitment to organising two Golf Events
- **David Shand** and **Paul Tinslay** for their continued support behind the scenes at our Community and Fundraising Events
- And **Pia Van Praagh** for her commitment to organising and running our Dog Events

We continue to be proud of our core strengths. We are:

Expert- We're trusted because we bring focused expertise in mental health.

Positive- Our services find positive ways to make people feel valued and live well.

Partners- We're collaborative and open, draw on other people's expertise when we need it.

Community focused - We work with people within their communities, at home or at work.

Inclusive- We support people so they can be open about who they are, without worrying about discrimination, knowing they will be accepted.

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

CEO Vanessa Bennett

Highlights and achievements 2016/17

- Expanding our Live a Better Life Project into Barking and Dagenham
- Working in partnership with many organisations to improve outcomes for individuals, including the Bedford's Park Walled Garden project and the Vault Romford
- Providing a range of awareness and training sessions, to improve our community's knowledge around mental health
- Increase in the number of people receiving support
- Continued growth of our Community and Fundraising events
- Successful conclusion of our awareness campaign in partnership with the Romford Recorder

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 4th year that I have had the privilege of serving as the Chair of Havering Mind I continue to be amazed by the enthusiasm and hard work of our staff, volunteers and service users alike. Within this annual report you will again hear of the fantastic achievements that have been delivered in the past year under ever continuing difficult circumstances.

We are fortunate to have a group of very dedicated volunteers who not only give their time free of charge but also often provide a range of other services at no cost to the organisation. As mentioned in the Chief Executive's introduction we have introduced the Ambassador Scheme recognizing the commitment given by particular volunteers. Without the fantastic contribution by all our volunteers Havering Mind could not maintain the services it provides.

Unfortunately, for the fourth year in a row, we continued to be subject to reduced funding whilst at the same time having even more referrals for the use of our mental health services. As highlighted in the Treasurer's report we are increasingly dependent on our fund raising activities. These are organised by our community fund raising team. Income from this area, together with donations, now represents approximately 25% of the organisation's revenue and without this we could not continue. The organisation is very grateful to all those involved in organising these fund raising activities together with members of the public who support us in attending the events.

We will continue to move forward with new initiatives in community fund raising together with seeking to increase the income from our already established events.

Our largest event is the annual Wings & Wheels family show held at Damyn's Hall Airfield. The event continues to grow both in terms of the number of the public attending plus the activities and attractions we have on the day. We are very grateful to the owner and management of the airfield that very generously allows Havering Mind to use this wonderful venue at no charge and hence contribute significantly to our funding.

Our year long campaign with the Romford Recorder came to a close in December 2016. We were delighted with the determination and passion of their reporting team in highlighting the many issues regarding mental health in Havering. I should also like to thank all of the services users, staff, volunteers and members of the public who courageously shared their experiences of mental health.

In last year's report I felt compelled to raise some serious issues we had faced regarding the apparent lack of regard of the value and importance of the services we deliver from statutory commissioning.

This issue is still present and remains particularly frustrating when we continually hear all political parties stating that there is a need to increase spending on mental health. The reality, as previously mentioned, is that our funding has been further reduced.

Rest assured that all those involved in the organisation are determined to move forward positively and do everything we can to continue to provide the services we are renowned for to our service users. We remain open to any ideas and suggestions for improvements.

As always, on behalf of my fellow trustees, I should like to finish my report by thanking 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.

**“We will continue to move forward
with new initiatives to support the growing demand
for our services”**

Chairman Bob Antell



Board of trustees



Chair: Bob Antell

Vice-Chair: Chris Gillbanks

Treasurer: Steve McCann

Committee Secretary: Eithne Herlihy

Directors:

Bob Barker	Donal Hayes
Lisa Hallett	Eileen Wilson
Sheldon Attridge	
Pronoy Bose	

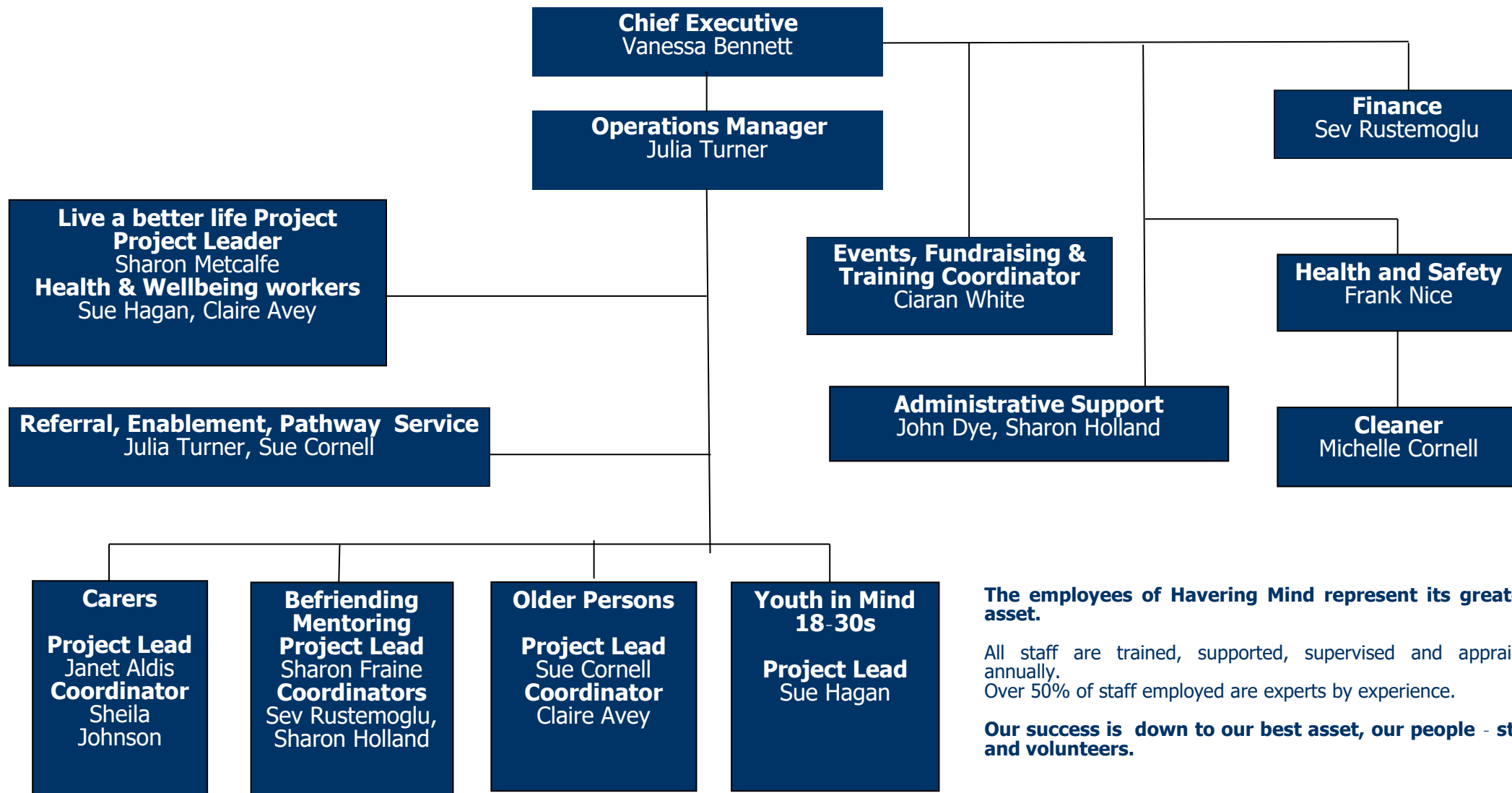
Honorary Members: Nick Hearn Ray Hornett Terry Kenney

Invited Members: Terry Kenney

President: Dr Jason Taylor

Our Staff

NB: Some staff work on more than one project



The employees of Havering Mind represent its greatest asset.

All staff are trained, supported, supervised and appraised annually.
Over 50% of staff employed are experts by experience.

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



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, having a direct effect on a person's mental wellbeing. It doesn't have to be strenuous! It can be simple changes like going for walks.

During 2016/17 we supported **227 people** to 'Live a better Life' by joining our programmes, a **44% increase** on last year.

We have enjoyed entering the second year of our exciting project which has been funded by The Big Lottery for five years. We are putting into practice our vision on how it would be delivered and also evolving and changing in response to the feedback from everyone involved. This includes participants, workshop facilitators, and volunteers.

Our aim is to improve the recovery time for people 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 life-long coping skills for mental health and wellbeing. Peer support opportunities are a key element to our recovery planning.

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 and Walled garden
- Health workshops including nutrition, food and mood, healthy brain and diabetes, portion control
- Social peer support opportunities
- CBT skills based 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, weight



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



Our choir during the filming of their Christmas song 'One day nearer'!

Barking and Dagenham expansion

We are delighted to now be offering a service to people living in B&D. Coping with life CBT skills training sessions have been held at Dagenham library and a varied programme of community based activities like walking. One participant who completed the programme commented about their journey: "I'm more focussed on my wellbeing, learned ways of thinking which are beneficial and helpful to my recovery. I found it facilitated well, well presented and committed"

"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!"

Personal Journey

Having not felt myself for a few months I could feel I was getting more withdrawn and unhappy in how I felt about myself and my life. I knew I had to get myself 'better'. So, after putting it off for a few weeks I went to the doctor. The GP suggested I could benefit from CBT. After asking what it was and putting it off for a few weeks more, I eventually bit the bullet and contacted Havering Mind where luck would have it a LaBL course was starting the next week. I must confess I was very anxious about going into a group of people and it took me 15 minutes to get out the car but knowing that everyone was new too helped me reason it was ok to go in! I'm so glad that I did, not only have the sessions been great in learning how better to deal with situations, I've learnt what causes it and how I can start to prevent it coming on. I've made new friends that I don't feel I need to explain myself to as I know they understand. I didn't once feel judged or forced to say anything, and whilst there was a criteria they followed it was pretty relaxed. 12 weeks on from the start I can feel myself getting a little of me back bit by bit. I can feel myself improving and would definitely recommend this course.

During this year the garden at Harrow Lodge House has been maintained and worked on during all types of weather! Thanks to all the gardeners for their hard work and commitment which gives so much benefit to other people who enjoy the garden. The Choir has been practising weekly with choral song heard every Friday. Singing has been proven to be beneficial to physical and mental wellbeing.

Walled Garden Partnership

We are working in partnership with the Bedford's Park Walled garden to deliver opportunities for garden restoration, food growing and healthy eating education.

"Feeling part of a team, completing tasks together makes me feel good. Socialising brings me out of my shell, it is nice to hear other people's stories"



Benefits and positive outcomes

- Participants 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

80% of participants maintained or improved blood pressure results

72% Of participants maintained or improved their Body Mass Index (BMI)

Looking Forward...

We aim to:

-Support more people from Barking & Dagenham

-Continue to promote GP awareness about the programme's benefits

-Support existing and develop new peer groups to keep people connected

Older, Wiser, Live Stronger

As time passes, life inevitably changes. 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 older generation is a priority.

During 2016/17 83 people accessed the service.



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 3 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.

Community Network. The group encourages people to network, build relationships and confidence whilst linking with their local community.

Benefits and positive outcomes

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

67% of OWLS service users had a positive increase in **managing their mental health**

78% of OWLS service users had a positive increase in their **social networks**

Personal Journey

Jane was referred by her GP having a diagnosis of severe anxiety, which had stopped her from going out, mixing with friends and was putting a strain on her relationship with her family. Jane was invited to a one to one session to discuss our services and what support we could offer. After completing a Recovery Star Jane started our Feel Good Function Well 12-week course. The programme combines promoting wellbeing and builds resilience, with community peer support. Issues include managing anxiety and depression, building assertiveness, managing stress and building self-esteem. Jane said at the first session "I hoped the course would help with my anxiety and make me feel more useful". She attended each session and was very anxious at the start of the course, but meeting other people with similar issues helped Jane to feel less alone. Jane used the skills and to help to understand her anxiety and how to help alleviate the symptoms. On completion of the course Jane said "the project has given me much more confidence and helped me deal with my problems I now feel much more self-worth and I'm sleeping better".

Please note: The service users real name was not used.

Looking Forward...

We will aim to develop services that focus on improving physical and mental health, enabling people to stay connected to their family, friends and communities.

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 to social media. 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 problems and substance misuse or difficulties arising from developmental disorders such as Asperger's Syndrome.

During 2016/17 82 people accessed the service.



"I feel I've made a lot of progress – I'm more confident and motivated and I've made friends."

"I was concerned it wouldn't help me, but it opened up a bunch of doors."

Our project enables young adults (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 project has been possible via funding from Lloyds until March 2017. The project has delivered 4 x 12 week programmes this year including the required elements of CBT skills training to enable coping strategies to be built. Key elements included: building self esteem/ assertiveness/ coping with depression/stress management/anger management/anxiety management and relationships.

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

"I feel more confident now to look after myself"

Personal Journey

I started scared and feeling hopeless, I couldn't cope being around people my hallucinations drove me crazy. I would argue with my family every day, just leaving the house was a challenge. The 18-30 group changed things, it put me in an environment where I felt safe, not a freak or an outcast. From the start I picked up skills to help deal with my mental health and day by day I felt stronger, I started to go to the gym.

I now interact with strangers and my relationship with my family has really improved and I feel it has never been stronger. I'm not sure what has happened to me over the past 12 weeks but I like it !

Looking Forward...

We are actively seeking new funding to continue working with young people, to guide them towards a better future, to be better able to cope with their mental health issues and with access to peer networks to support each other!

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 in their caring role.

During 2016/17 we made **1026** support calls to **160** Carers who are registered with the project and there were **237** individual attendances at monthly support meetings and coffee mornings.

We share, we care, we listen



In memory of Carole Gates 1943–2016.

Carole was a great champion for mental health and carers issues.

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.

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 as Approved Mental Health Professionals (AMHPs). Partners involved in highlighting carers perspectives in the Mental Health Improvement Collaborative NELFT A&E).

We continue to listen to carers views at all forums and work continuously to improve the service to meet their needs. All our meetings and regular events are flexible; carers can just turn up, as they often find it difficult to plan social events because of the nature of their caring roles.

Benefits and positive outcomes

- Carers have a forum where 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

Personal Journey

"I attended a Carers Forum last year because my husband had been diagnosed with a progressive neurological condition and was experiencing anxiety and depression. I joined a table of carers who cared for someone with mental health difficulties. I explained that being a carer was new to me and that I did not know where to go for support. They talked about the support they received from Havering Mind and suggested I attend one of the monthly coffee mornings. I have now been attending for a year. I feel I can say anything and not be judged. People know how I feel. The project has really helped me!"

Looking Forward...

Our focus will be ensuring that the voice of carers is heard and will promote The Care Act 2014 to ensure carers know they have legal rights to assessment and support.

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.

It is vital that issues such as these are prevented from developing into further problems in later life. Early intervention is key.

During 2016/17 59 young people were supported on the project. In addition to this there were **161** pre-referral consultations with families, schools and professionals concerning the welfare of CYP.



The Mentoring Scheme supported children and young people between the ages of 10-18 living in Havering who were 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.

With good mental health, children and young people do better in every way. They enjoy their childhoods, are able to deal with stress and difficult times, are able to learn better, do better at school, navigate the online world they grew up in so they benefit from it and enjoy friendships and new experiences.

Childhood and teenage years are when mental health is developed and patterns are set for the future. So a child with good mental health is much more likely to have good mental health as an adult, and to be able to take on adult responsibilities and fulfil their potential.



“My mentor has helped me to get out in big crowds and given me the confidence to be able to talk in different situations”

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

Personal Journey

Sarah a 12 year old girl was referred to the mentoring scheme by her school as she had become very isolated with low self-esteem and confidence. Sarah had a good relationship with her mum but didn't see her dad or his family, often spending most of her time at home staying in bed watching TV. After twelve months of being matched with her mentor and attending the monthly activities, Sarah has increased her self-esteem and confidence. Sarah has made friends with other mentees she met at the monthly activities and now meets up with them regularly. Although Sarah still struggles with her feelings, she now has friends and the confidence to meet new people and does well in school.

Please note: The service users real name was not used.

Looking Forward...

It is with regret that this project has closed on 31st March 2017.

We would like to thank everyone who made the project a success over the years especially young people, mentors and staff!

From April 2017, the London Borough of Havering's Early Help team will provide a Young People's Mentoring Service.

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 help us to do this.



"When you receive a mental health diagnosis you might be treated with medication and if you're fortunate, psychological therapy. But that's not always enough, there is a missing piece of the jigsaw where peer support fits in. It fills the lonely, isolated, insecure space that can be left behind"

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 developed our peer support within the organisation again this year and continued with our successful Peer Supporter Training Programme (based on the Oxfordshire Mind's model) and Peer Support Plan.

Our fundraising and public awareness campaigns have been far reaching this year. We have been highly visible locally as a leader in mental health support and education. Our focus has been to reduce isolation, increase prevention and highlight the importance of peer support in our communities.

We have continued to engage participants in Peer Supporter Training which on completion registers them as Peer Supporters. This is a step towards volunteering for some people.

Training modules covered include:

- What is peer support
- Learning and recovering
- Helping each other
- Group dynamics,
- Peer support skills
- Feedback and communication
- Safeguarding
- Boundaries
- Dealing with challenging situations



PEERS ON WEDNESDAY

POW !!

Peers have set up a weekly session 'POW' Peers On Wednesday' to ensure that people are supported once the 12 week programmes are completed.

Personal Journey

"This feels like a safe place, which I haven't felt before in other groups. It's non-judgmental here and sensitive to difference of all kinds". "We want to empower people to feel included whatever their situation, race, sexuality or any other kind of marginalised group. We are all diverse and individual that's what is great about the POW. All welcome, young adults and older adults, it doesn't matter. So many people face severe isolation because of their mental health we want to break down barriers and think we've created a really inclusive peer group"

Looking forward...

We are actively seeking funding to ensure the continuation and growth of existing peer groups and toward the development of new peer networks in the community.

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 less costly than that of picking up the pieces after someone's mental health has deteriorated. These types of services can generate significant savings by helping people stay well.

During 2016/17 REPS supported **60** individuals with interventions including; preventing financial crisis, welfare rights issues, housing and homelessness, emotional and mental health crisis, fuel poverty and safeguarding against discrimination.



Did you know?

One in four tenants with mental health problems has serious rent arrears and is at risk of losing their home.

Social Exclusion Unit (2004)

"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"

Personal Journey

Our person in need of support, Daniel had been turned down for ESA after a work capability assessment. We requested an urgent Mandatory Reconsideration which was rejected. Daniel was feeling really unwell with depression and unable to get out of the house. The impact of this meant that his benefits were stopped and he had to seek food bank vouchers issued by REPS. Daniel was on the waiting list for psychological therapy for high intensity CBT. He was encouraged to try to get out and attend groups to try to reduce social isolation and paranoia which was distressing. He was visibly distraught and unable to cope any longer with the situation. REPS supported him at the Tribunal to appeal the decision by DWP, giving written and verbal evidence to the court. The Tribunal upheld the appeal and benefits were re-instated and backdated. Daniel attended group sessions and has since reported feeling a lot better about attending groups and life in general.

Please note: The service users real name was not used.

The service has been 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 they are experiencing difficulties in making the changes necessary to assist their circumstances

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
- I went for a Work Capability Assessment and felt I was not treated fairly; my mental health was not taken into account.

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...

The REPS project funding is due to cease on 31st January 2018. The project has supported hundreds of people to have choice and control over sometimes extremely difficult crisis and to have their rights upheld. There is a huge unmet need for this type of advocacy support

Befriending

Often those who experience problems with their mental health can become very isolated and out of touch with the rest of their community. Depending on the extent of the problem the person may feel unable to go out of their home or function properly as they had in the past. It is important for those affected to have the opportunity to be supported to connect with people and find reward and happiness in activities again.

During 2016/17 50 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 recovery journey.

"The befriending service is very helpful, it helped me get out of my chair and take an interest in things again"

"Since I've met my befriender I have become more independent, I now enjoy meeting people each month and look forward to seeing my befriender each week"

"I'm so pleased to have a befriender. It has made a big difference to my life, it has boosted my confidence and I look forward to meeting up every time"

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 over 60 volunteers with over 50% 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.

All volunteers receive a full induction to volunteering and on-going training and supervision. Over the past year we have had 4 volunteer training days, 8 volunteer support group meetings and volunteers have participated in additional training including Mental Health Awareness Level 2, ICT, LBH Health Champions Level 1, Nutrition and The Mentoring Process.

"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"

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.

Befrienders trained in how to support people with mental health problems can help overcome barriers such as fear of travelling, low motivation and energy, feelings of hopelessness and lack of confidence.

Benefits and positive outcomes

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



Looking Forward...

We aim to develop the service to give people a chance to explore opportunities in their local area and how they might become involved with more people, groups and 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 closely together.



We have ongoing partnerships with:

- North East London NHS Foundation Trust (NELFT)
- 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



During 2016/17 we continued as one of the charity partners for the London Green Points scheme in Havering.



Havering 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 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 neighborhoods, promoting positive social action and challenging the stigma and discrimination all too often associated with mental health problems.



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.

Reaching out for help

When experiencing mental health worries it is often very difficult for us to reach out to someone and ask for help. As we are a well known and respected mental health charity in the area, we receive many enquiries from people who are seeking information and advice about mental health, whether it's for themselves or on behalf of a family member or friend. The majority are telephone enquiries but we also get emails, messages on Social media and 'Face to Face' walk ins to our centre in Hornchurch.

During **2016/17** we responded to **508 enquiries** regarding mental health information and advice



I am a previous client of Mind, I am feeling unwell, low and worried. Is there anything I can do?

Can you tell me about how I can become a mental health peer supporter?

I am worried about my 24 year old son who lives with me, he is self harming and saying he has nothing to live for. Please help.

I think I am going through a mental breakdown, where can I get help?

My GP has advised me to give you a call and find out what services you offer

I have been feeling very low and depressed recently. Can you give me some advice?

Can you help me fill in my PIP form?

My mother has severe mental health problems. Can you tell me what benefits she is entitled to?

I think I have a problem with my mental health. What services are there in the local area to support me?

Can you advise me on how to talk to my GP about my mental health?

I am calling from Goodmayes hospital, can you offer me support when my stay is over?

I have been feeling very low and depressed recently. Can you give me some advice?

I have been looking after my daughter who has bipolar for years now and I'm really struggling to look after myself.

Quality



Havering Mind has been awarded Mind Quality Management (MQM) assessment. This quality mark is endorsed by the Charity Commission and means that we have demonstrated what we do, and how we do it, meets the required standards. The MQM process takes place 3 yearly, local Mind association go through a rigorous process to assess 12 key aspects of the organisation and services.

'Highly complementary feedback from service users, volunteers and a partner agency (CAMHS) alike, are testament to the excellent mental health befriending and youth mentoring services (CAMS) that Havering Mind provide. The staff team are clearly dedicated, caring and highly professional in the manner that the services are operated and delivered -- very much with the wellbeing of service users, their families, and the volunteers at the heart of the services. The commitment to volunteer development seems outstanding.'

Mentoring and Befriending Assessor Summary



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 work within the various projects as befrienders and mentors, by supporting group work, kitchen duties, administration, fundraising and management committee.



"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"

Community Fundraising

Our fundraising activities again continued to grow throughout 2016 and into 2017. 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:

- Holding our 2nd annual 'Wings & Wheels' event
- 334 dogs taking part in our 3rd annual dog walk (with hundreds more humans!)
- Hosting a Stars Wars convention featuring actors from a variety of films!

Our plan is to make these events annual features in the Havering Community calendar.

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 September 2016 our CEO Vanessa Bennett took part in a Wing Walk over the skies of Upminster at an altitude of 1000ft!

Challenge events like this are fantastic ways of getting local people to take on their fears in a thrilling challenge, whilst raising vital funds for us.

We look forward to further growing this aspect of our fundraising in the coming years.

"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"

Ciaran White
Fundraising Coordinator

The BIG BLUE RUN



Events we held



In June 2016 we held 2 large events to celebrate the 90th birthday of HM The Queen: 'The BIG Garden Party' which was held on the lawn outside the Queens theatre and 'Rule Britannia' a classical music concert held inside the theatre!

In July 2016 we held our largest and most ambitious event to date: the Wings & Wheels car & bike show + light aircraft fly in. 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.

We would like to take this opportunity to thank the owner and management at Damyns Hall Aerodrome, Upminster for their support in putting this event on.



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.

Changing people's attitudes towards the issue is a gradual process, in which each of us can play our own role.



We were delighted to be chosen as one of the Mayor of Havering, Cllr Philippa Crowder's, charities for the duration of her term in office (May 2016—May 2017). Below the Mayor attended our annual volunteer celebration garden party at Harrow Lodge House. We look forward to supporting her during her mayoral year.



At Havering Mind we strive to raise awareness of mental health and use every opportunity we can to do this. 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.



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 of people who engage with the posts. When people click on our posts and share them it increases our ability to be able to spread mental health awareness. Facebook is also another way in which people have contacted us requiring advice and information. 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. You can help us by 'Liking' our page: **[Facebook.com/HaveringMindCharity](https://www.facebook.com/HaveringMindCharity)**

Did you know?

We gave out 1000s of information leaflets throughout the year at our many popular fundraising and awareness events!

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

Throughout 2016 we took part in a major mental health awareness campaign with the local paper the Romford Recorder.

Over the course of the 52 week campaign:

- A number of our staff, service users, volunteers and members of the general public shared their experiences of mental health
- 100s of people signed the online pledge supporting mental health awareness
- 1000s of people interacted with the campaign on social media, commenting and sharing articles
- Countless local residents read the articles in the paper

Our sincerest thanks and congratulations to all those who shared their journeys with mental health, and especially to the team at the Romford Recorder for their dedication and passion about raising awareness of mental health.



'Mind your Mental Health' end of campaign celebration!
16th December 2016

Romford Recorder



Chloe Farand
Campaign lead reporter

Educating the community

There has been historically a lack of knowledge regarding mental health and the many issues surrounding it. This is down to the fact that we, as a society are not educated on mental health and how to look after our mental wellbeing. This lack of knowledge means that people are less likely to seek help for themselves or their loved ones, as they don't understand what it is they may be experiencing and they don't know what help is available. They are also less likely to know how to prevent the problems from developing in the first place, and perhaps lead lower quality lives.

Lack of education on mental health raises the level of stigma, reduces the level of people supported and lowers the overall quality of life of people in the community.

It is therefore vital that we educate our community about mental health: teaching them what it is, how to look after their wellbeing and what support is available to them.



“Education is not the learning of facts, but the training of the mind to think”

Albert Einstein



“I didn't really know anything about mental health if I'm being honest. However after taking part in the mental health training I now understand a lot more about what it is and how to deal with it. I can now give advice and support to my family and friends more confidently now”

Comment from an attendee of Havering Mind Training



Over the course of 2016/2017 we have delivered training to a number of local businesses, partner organisations and schools. This training has always been very well received and we have been delighted with the engagement and openness of those who have taken part.



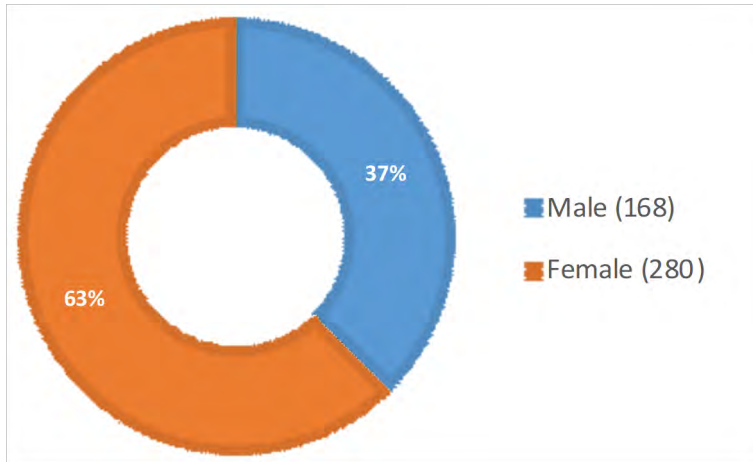
Looking Forward...

We want to expand our training activities to educate more schools, local businesses and individuals to look after their mental health.

For more information please contact us:
training@haveringmind.org.uk

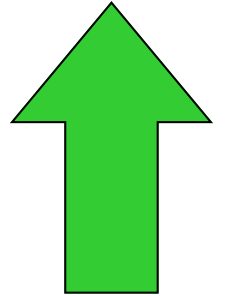
Statistics

Gender



During 2016/17:

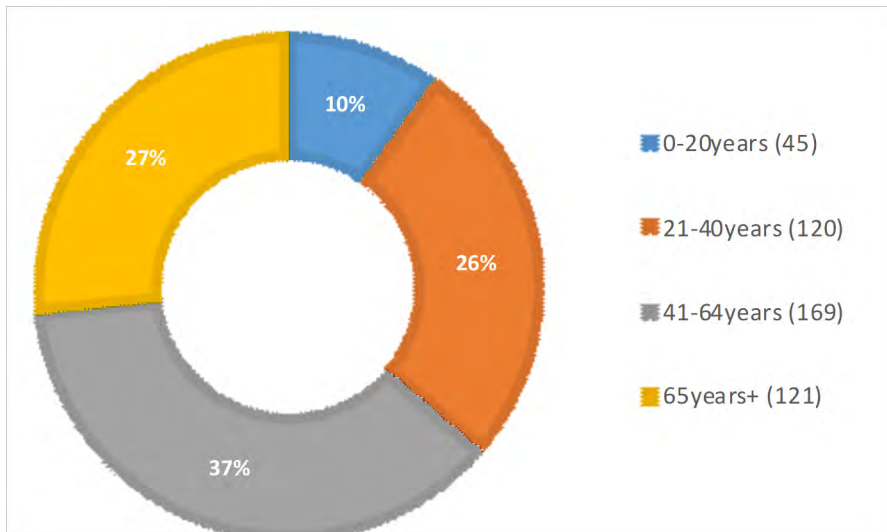
- **932** people were supported by our projects overall
- We responded to an additional **508** enquiries with advice and information about mental health
- There was a **29%** growth in the number of people we supported this year due to the increase in demand



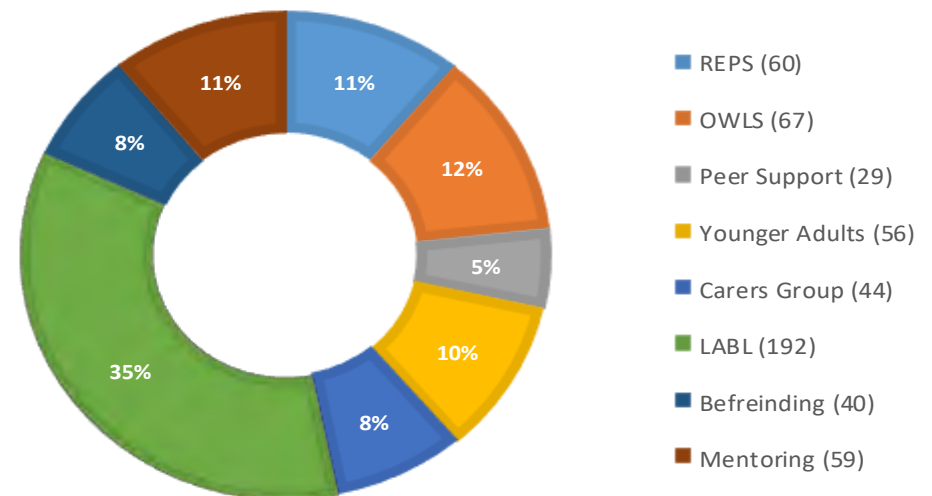
43% were self referrals
46 % came from Mental Health Practitioners
11% came from GPs

We reached an **extra 212** people and families this year through our services!

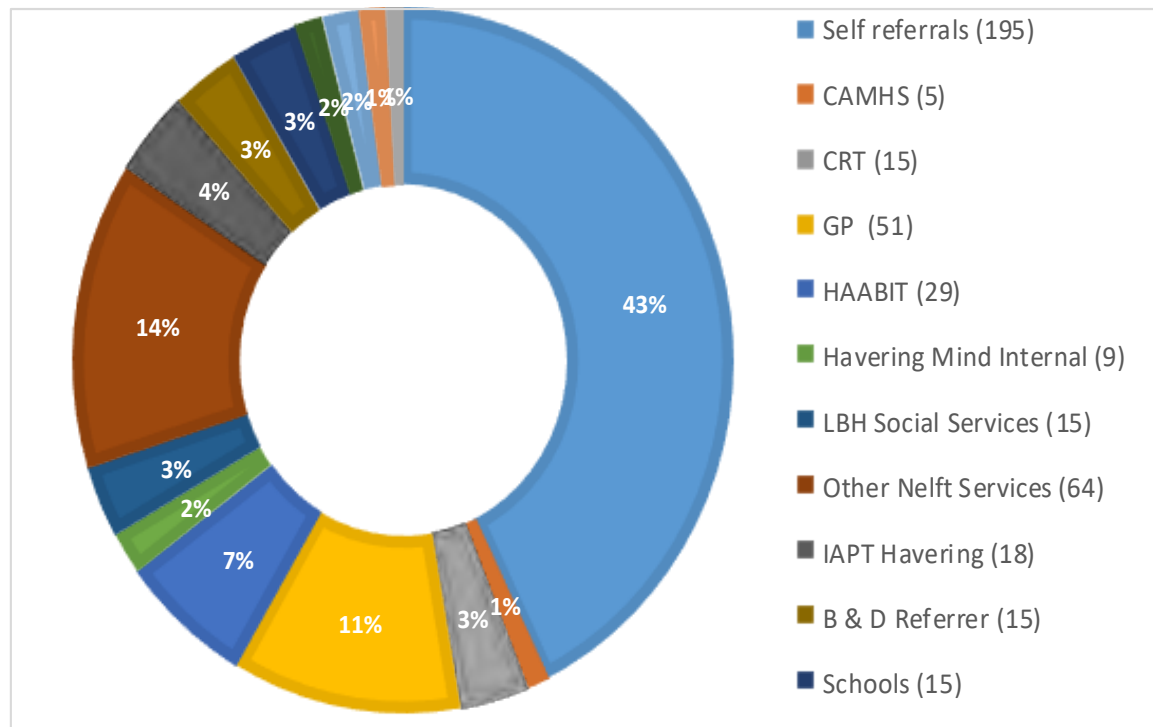
Age Grouping of Clients



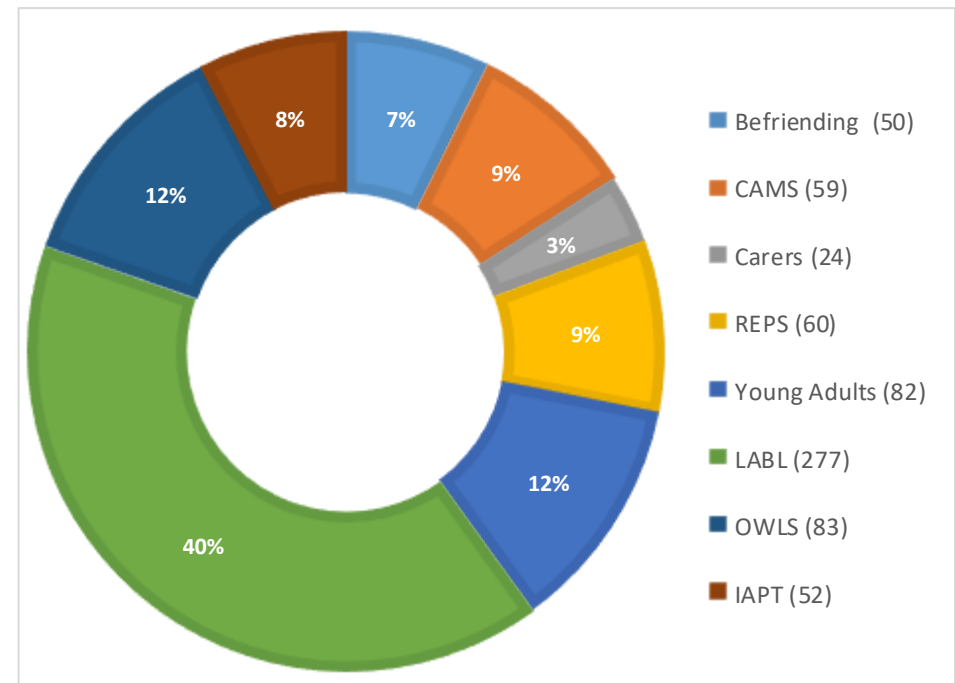
Clients Attendance by Project



Source of New Referrals



New Referrals by project*



*The total number of new referrals by project was 687. This is higher as some service users were referred to more than one project.



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. 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.



We conducted a special mental health survey on Facebook in early 2017. **161 people** completed the survey with:

75% of respondents of the survey stated that they **themselves** had experienced problems with their mental health
93% of respondents of the survey stated that they **knew someone** that had experienced problems with their mental health
67% of respondents of the survey rated **their own** mental health as either 3 or lower on a scale of 5 (with 5 being very good)
58% of respondents of the survey said that they were not aware of other local mental health services in Havering

3500

People attended our 2nd annual Wings & Wheels car show event!

334

Dogs took part in our 3rd annual dog walk!



1800+ Likes
HaveringMindCharity



1700+ Followers
@HaveringMind



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 Fund
Impex Foundation
London Borough of Havering
Lloyds TSB Bank Foundation

Organisations that have supported us:

Barclays Romford
Carlton Baker Clarke Accountants
Damyns Hall Aerodrome
Halifax Romford
Jaguar Grange Brentwood
KB Technology
Kingston Smith Accountants
Lanes for Drains, London
Lollie and Ollie Day Nursery

London Green Points Scheme Havering
Mullis and Peake Solicitors
Nationwide Romford
Neopost
Ref Right
Royal Air force Cadets Romford
Sytner Harold Wood
Tesco's Roneo Corner
TIME FM

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

RESULTS FOR THE YEAR

Total revenue for the year ended 31st March 2017 was £298,073 representing an increase of 3.6% compared with last year.

Total costs were £310,352 representing a reduction of 1.4% compared with last year.

Net deficit for the year amounted to £12,279 compared to a deficit in the previous year of £27,217.

Free reserves have increased to £111,295.

The deficit for the year reflects a further reduction in project income in 2017. At the end of the year the CAMS project funding was withdrawn by LBH and the funding for Peer Support funding from Lloyds Bank came to an end. The reduction in project income means that the contribution to the core costs of running the charity is much reduced. Whilst LBH is still the major funds provider for the charity we are now in a position where the charity would not be able to continue without the significant contribution made by charitable donations and our own fundraising efforts. This year revenues have slightly increased while costs have slightly reduced. The increase in revenue is a reflection of the increased revenue generated by fundraising and donations.

The main sources of income for the year are still the London Borough of Havering (£121,941), and other charitable foundations. (£100,881) The accounts show non project income in the year of £75,251. Without this income the charity could not continue its current services.

The charity's main expenditure item continues to be staffing costs, which, at £193,004 represents 62% of total expenditure as compared to 60% for last year. 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.

Our community fundraising team 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 a significant 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 results of the Havering Carers Inclusion and Peer Support Services tender were announced in October 2017. Havering Mind is currently in discussion with LBH in respect of 2 contracts for Inclusion and Peer Support. It is anticipated that these will provide an ongoing income of £80,000 for the three years starting 1 February 2018. However, this represents a significant reduction in income from LBH which, including the withdrawal of the CAMS project amounts to a reduction of 33% in 2018.

As we move ahead we are reliant upon donations and fundraising to subsidise the local authority funding to maintain an appropriate level of services.

The trustees are also focussed on obtaining funding from additional sources so that the organisation is able to widen, increase and improve further the various mental health services it provides to the borough.

The charity will continue to rely upon voluntary staff, who assist significantly in the day to day running of our organisation. It is very important that we continue to invest in the training and support for both volunteers and staff alike.

CONCLUSION

In summary, the charity continues to be financially stable, only because of its previous conservative 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.

Full copies of our accounts are available on request.



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 authorities, clinical commissioning groups (CCGs) and other public sector partners jointly describe the current and future health and wellbeing needs of its local population and priorities for action.



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 **complete 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. (Havering Health Profile 2015)

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 (Havering JSNA 2015)

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 are so important.

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 are 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 the individuals we serve
- We are supported by a team of dedicated and **well trained volunteers**, extending our reach and impact



"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!



MHFA England

Mental Health First Aid Training

We aim to further expand our training activities. As well as our standard mental health awareness training programmes we now have the capability to deliver Mental Health First Aid training.

Mental Health First Aid training (MHFA) is an internationally recognised training course, designed to teach people how to spot the signs and symptoms of mental ill health and provide help on a first aid basis. The course provides an in-depth understanding of mental health, looking at the most common mental health issues and how to notice the signs and symptoms. It also covers interventions, prevention techniques and how to guide someone towards the right support.

By taking part in this mental health training, local people, businesses, charities and so on can educate themselves and their staff on ways to improve their own mental health and wellbeing and also give them the vital tools to be able to support and understand others. This will help stop mental illness from getting worse and help reduce the stigma associated with mental health problems.



Increasing our reach

We aim to increase our presence in Barking and Dagenham as there is currently no other local mind service in that area and there is much evidence of the need for additional services.

Currently only our Live a Better Life project is able to accept referrals from Barking and Dagenham residents. However it is our goal to work closely with the relevant statutory bodies in that borough in order to use our knowledge, expertise and skills to good use in our neighbouring borough.

Overall we want to:

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



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 groups.

It is anticipated that our new peer support offer will be in place by February 2018.

Working closer with GPs

Despite previous efforts, there still seems to 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 GPs about their mental wellbeing.



Increasing 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. 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.

You can help by LIKING our page and inviting others to LIKE it!

Facebook.com/HaveringMindCharity



Exciting events...

In this financial climate, the traditional methods in which charities are funded has changed. Local organisations like us need to become less dependent on statutory funding from local authorities and more self reliant. As such our strategy in recent years has been that of an innovative nature; of creating and growing large scale public events that not only raise us vital funds but also get the people in the community involved with our cause, whilst raising awareness of mental wellbeing at the same time.

We believe the future of our organisation, and others local to us, depends on this innovative approach to fundraising.

What's next



We will continue to strive throughout 2017/2018 to improve and further develop our services so that they can be accessed by more people in the local community who need them.



Havering

Supporting and Educating
the local community

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

**01708 457040
reach.us@haveringmind.org.uk
www.haveringmind.org.uk**