



Havering

Supporting and Educating
the local community

Annual
Report
2017-2018

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The front cover shows Harrow Lodge House garden which is maintained by our dedicated team of volunteers

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

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

**Charity No: 1108470
Company No: 4184862**

Company Secretary
Bob Antell

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Essex RM14 2QP

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London E13 9PL

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Essex RM1 1AU

Design:
Ciaran White



Our Purpose

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 money from national Mind. We support and educate 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 national Mind.

Our Vision

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

Our Core Strengths

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 focus- 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.

Our services encourage and promote...

Improved Wellbeing

Physical activity

Social Inclusion

Better understanding of mental health

Higher self esteem

Better coping strategies

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 our plans for the future.

The year has seen the usual challenges of funding and increased demand for our services. We have found innovative ways to ensure we continue to meet the needs of the community by raising awareness of mental health and delivering services that are of high quality. We have positioned ourselves to be the leading mental health charity across Havering and we are ready to take on new opportunities in our neighbouring borough of Barking Dagenham.

Highlights and Achievements 2017/18

- Community Fundraising and Events have continued to grow
- Our peer support model has gone from strength to strength
- We have continued to deliver a range of training programmes including Mental Health First Aid to businesses, schools, other health organisations and individuals.
- Our social media presence has grown dramatically
- By challenging welfare benefits decisions, the organisations representative has gained more than £83,000 in awards for beneficiaries

As always we are encouraged and inspired by the people we support and overwhelmed by the backing we receive from individuals. I am proud of the transformation we continue to make which has only been possible due to the commitment and hard work of our people. I would like to take this opportunity to thank our volunteers, staff and all our supporters for helping us to ensure that anyone with a mental health problem has somewhere to turn to for advice and support.

CEO, Vanessa Bennett

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 almost 55 years.

As detailed within the Treasurer's report, despite the continued challenges of reduced government funding, the organisation has managed to maintain financial stability and even a slight improvement on our net income compared to the previous financial year. Praise must be given to our staff and volunteers in their hard work in achieving this. However it must be mentioned that in achieving this and ensuring Havering Mind can look to the future a number of cut backs in services and associated costs had to be made. This is the third year that I have felt compelled to raise some serious issues we have faced regarding the apparent lack of regard of the value and importance of the services we deliver from statutory commissioning. Yet again, despite all political parties stating that there is a need to increase spending on mental health, the reality is that our funding has been further reduced.

We continue to be very fortunate in having 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. Without these, together with our increased dependence on our own fund raising events, the organisation could not survive. Rest assured that all those at Havering Mind are determined to move forward positively to continue to provide to our service users the services we are renowned for.

As always, on behalf of 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.

Chairman, Bob Antell



Treasurer's Report

Principal funding sources

The principal funding sources for the charity are grants from the London Borough of Havering (LBH), charitable foundations, the fund raising activity of the charity and donations.

Reserves policy

The Trustees' policy is to maintain an appropriate level of unrestricted funds not committed or invested in tangible fixed assets. The board's current assessment of the level of free reserves required is £100,000. This is based upon the sums needed, should all funding be withdrawn, to wind up the charity's current services professionally. The actual free reserves are £108,393. Due to the nature of the charity's activities it is felt that the maintenance of such reserves is not only financially prudent in general but is a key requirement in order to provide a managed handover process for clients in the event that the charity had to be wound down. It also provides a positive feeling of stability to both current and potential sources of income alike thus giving them confidence that the organisation is sustainable and well managed in its financial affairs.

Investment policy and objectives

The Trustees manage the investments within the regulations contained in the Trustee Investments Act 1961. Due to the need to maintain the liquidity of the charity funds are currently held in a deposit account or on bank deposit.

Results for the year

Total revenue for the year ended 31st March 2018 was £266,587 representing a decrease of 10.5% compared with last year.

Total costs were £266,370 representing a reduction of 14.7% compared with last year.

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

Free reserves have increased to £108,393.

The results for the year reflects a further reduction in LBH project income in 2018. At 31 January 2018 the funding for the Carers, REPS, Befriending and OWLS projects was withdrawn by LBH. Some of these were partially restored in the Social Inclusion and Peer Support projects but the net annualised decrease in LBH funding in the year was £11,900. The reduction in project income means that the contribution to the core costs of running the charity has, again, been reduced.

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 £112,603 which included donations from the Mayor's Charity of £21,800 and an anonymous donation of £10,000. Measured against a surplus of £217 it is clear that the charity is reliant upon fundraising and donations to continue in its current form.

The charity's main expenditure item continues to be staffing costs, which, at £191,176 represents 71.7% of total expenditure as compared to 70.7% 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

It is recognised that we are reliant upon donations and fundraising to subsidise the local authority funding and to maintain a structure appropriate for the level of services.

The Trustees are therefore 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 Havering and the surrounding boroughs.

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

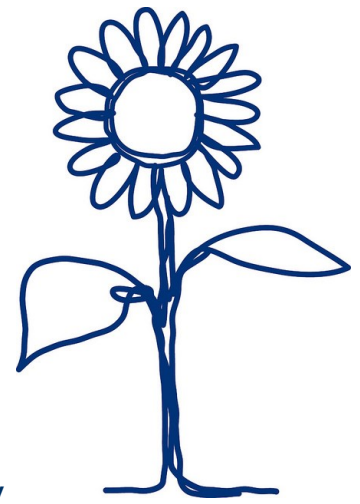
In summary, the charity continues to be financially stable, but only because of its previous conservative reserves policy. The Board will endeavour to increase income to ensure stability in what is a very difficult economic climate, whilst striving to further improve and expand our services in assisting all members of society who are affected by mental health issues.

**"We are encouraged and inspired
by the people we support and
overwhelmed by the backing we
receive from individuals.**

**We would like to thank the staff
and volunteers of Havering Mind
for their continued support and
hard work"**



Board of trustees



Chair: Bob Antell
Vice-Chair: Chris Gillbanks
Treasurer: Steve McCann
Committee Secretary: Eithne Herlihy

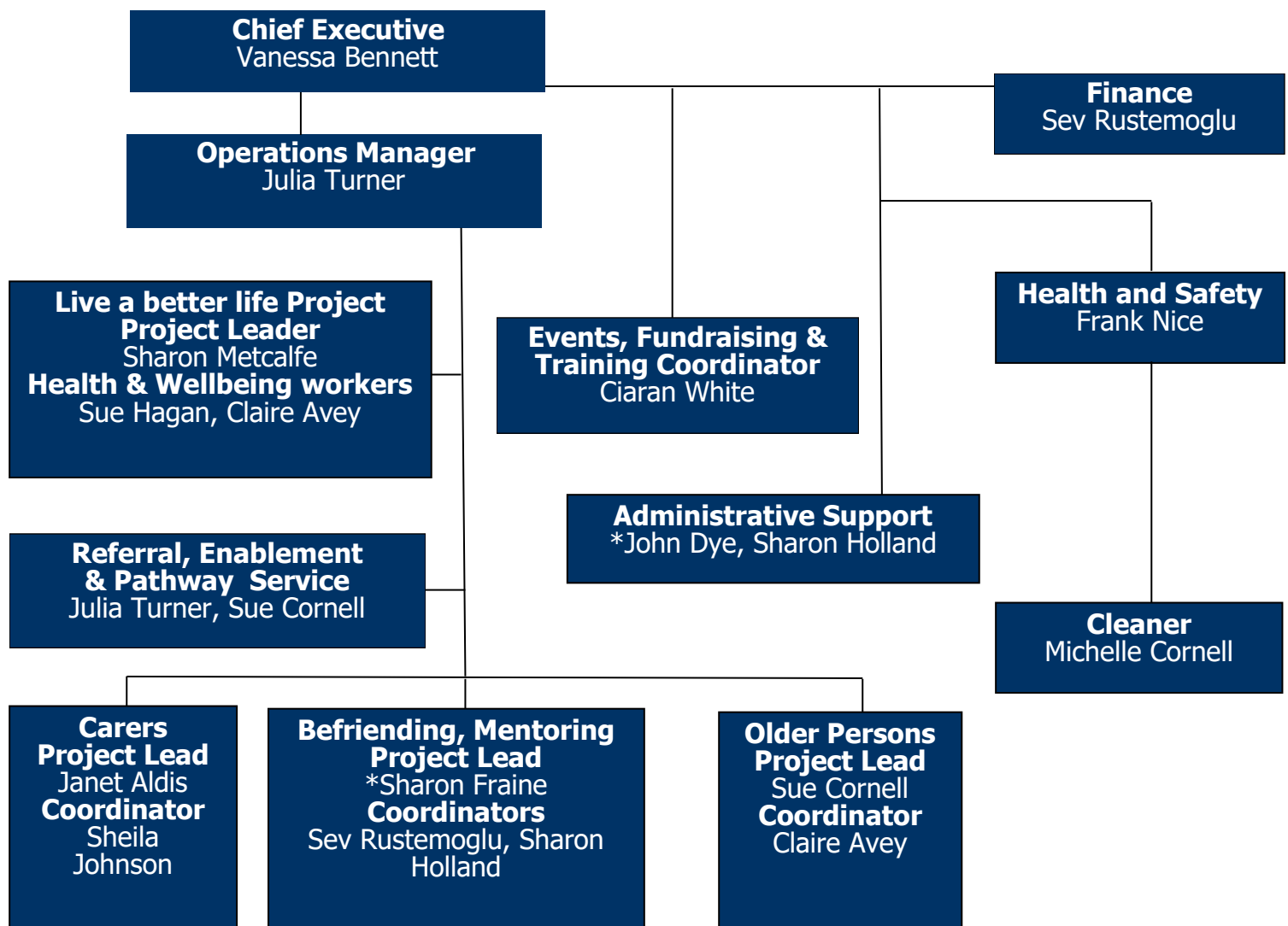
Directors: Sheldon Attridge Bob Barker Pronoy Bose
Donal Hayes Lisa Hallett Eileen Wilson

Honorary Members: Nick Hearn Ray Hornett Terry Kenney
Invited Members: Terry Kenney
President: Dr Jason Taylor

Ambassadors: Matt Antell Pia Van Praagh David Shand Paul Tinslay

Staff Members 2017-2018

* Part year



Our Projects

The end of this financial year we have seen big changes to our services due to the closure of these LBH funded projects: Carers Support, Befriending Scheme, Older Persons Support (OWLS), Mentoring Scheme and REPS. We have supported **516 people** overall within our projects and have worked hard to support individuals where services were closing or changing. We have been awarded a new 3 year contract with LBH to provide Social Inclusion and Peer Support from April 2018. There are still gaps in local service provision especially in mental health non-statutory advocacy and for those people who need lifelong support in managing to stay well, preventing relapse and the need for inpatient care. Detailed descriptions of our services are shown in the following pages.

Advice and Information

We deal with a range of mental health enquiries ranging from telephone calls, emails to walk-in enquirers who were in distress or crisis and needed our help. We provided first response information, guidance and appropriate signposting/onward referral.

During 2017/18 we responded to **404 enquiries** regarding mental health information and advice



Welfare Support

Havering Mind understands that financial pressures which undermines someone's recovery by threatening the roof over their head, their heating in winter or the food on their table, is a major cause of relapse for many people. This results in many cases to relapsing mental health conditions, increased demand for stretched services and in some cases hospitalisation.

Barking and Dagenham, Havering and Redbridge Suicide Prevention Strategy 2018-2022 recognises this as a causation factor in suicide:

- 46% of mental health service patients who died by suicide between 2008-2012 were unemployed at the time
- 18% of mental health service patients who died by suicide between 2012-13 had serious financial difficulties at the time

By challenging welfare benefits decisions which Havering Mind perceive as discriminatory or incorrect for identified participants on our programmes, the organisation's representative has gained more than £83,000 in awards this year. This is made up of back-dated entitlements of £17,000 and future payments of £66,000.

There is a large gap in local provision for this type of support, with demand vastly outweighing supply due to the expertise required and commitment to individual cases. This work is currently un-funded by any external funder.

The London Borough of Havering Welfare Rights Unit surgeries based at Harrow Lodge House have also supported **56 individuals** this year.

"Aspects of the benefits system clearly seem to discriminate against those people with mental health problems who find it difficult to express their needs"

Volunteer Representative George Argent'



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.



LOTTERY FUNDED

We have enjoyed entering the third year of our principal project which has been funded by The Big Lottery for five years. We are delivering on our vision on how it would be and also evolving and changing in response to the feedback from everyone involved. This includes participants, the staff team, volunteers and practitioners.

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.

Did you know?

During 2017/18 we supported **234 new people** to 'Live a better Life' through joining our programmes!

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 and 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 including peer support



"Since starting the course I feel that I have grown as a person. I have gained a lot more confidence and feel I have much more self-esteem. I feel hopeful for my future and excited to try new things and put myself out into the world"

Personal Journey

I have noticed a drastic change in myself, uplifted and positive. My family have said I'm a new man and they laugh at the things I'm now joining in by going to Stubbers, yoga etc. The changes I have made are reducing sugar intake after health workshops, I am now conscious of my breathing, posture and focused.

Looking forward...

The project will enter its fourth year in August 2018. The team hope to reach more B&D residents who are experiencing mental health issues to take part in the programme. There will be a continuing focus on supporting people to prevent mental health crises by intervening early with self-management skills.

Peer Support

Peer support embraces all 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.

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.

Each one of us has strengths, qualities, skills, and gifts that we can offer. Peer Support is a way of helping each other find and use our abilities.

We have further 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



Benefits of Peer support

- Meeting people with similar or common problems
- Feeling of not being alone
- Access to advice and support
- Ability to make friends
- Keeps you active
- Gives you structure and routine



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POW



PEERS ON WEDNESDAY

"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, insecure space that can be left behind"



Personal Journey

This journey of mine is ongoing. I have possible setbacks coming up, but being positive with the staff and good friends I have made in 'Mind' I am sure I will get through them. Finally, I hope Havering Mind continues to attract funding to support the programmes I have been involved in including 'Live a better a life' and of course to support other projects. There are so many in need of help from this wonderful group of staff, including those who help in the background.

Looking forward...

The London Borough of Havering has funded a new 3 year Peer Support service commencing April 2018. This will enable us to further develop and sustain Peer Support in the organisation. A new Service User Forum is launching in April 2018.

Volunteering

Havering Mind is fortunate to have a dedicated team of volunteers who support the organisation. Without their hard work we would not be able to provide services for the people who need our help. Our team consists of volunteers dedicated to supporting the organisation's Management Committee as Trustees, Health and Safety management, Administrators who assist in organising office management and ICT, Project volunteers who work closely with beneficiaries and Fundraising volunteers helping to raise much needed funds. From April 2018 new Community Navigator roles will commence.



"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"

Join the team!

Benefits of volunteering: 4 ways to feel healthier and happier!

1. Volunteering connects you to others
2. Volunteering is good for your mind and body
3. Volunteering can advance your career
4. Volunteering brings fun and fulfilment to your life

If you would like to discuss volunteering with Havering Mind please contact us on 01708 457040.



We were delighted that our volunteer Amelia Dunn won the 2017 Team London award for Over 25s category Culture in London. This award was made due to Amelia's outstanding commitment to the Choir and the barriers that she overcame. Congratulations Amelia and the Choir!

Younger Adults: 18-30

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.

Our project enables young adults (18-30) who are experiencing poor mental health, to play a fuller role in their community. This is achieved by supporting and developing a programme of peer support opportunities alongside a skills based 12 week programme and activities. 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 behaviours. People experience a range of issues including eating problems, feelings and expressions of anger, bullying and sometimes suicidal feelings. Peers overcome some of these issues and barriers to living a better life by becoming peers and exploring a brighter future together, not alone.



Different activities the group has done:

- Dancing and drama project
- Filming project
- Stubbers activity centre
- Talk's on apprenticeships and volunteering
- Days out including trips to street dancing and art galleries

"I have made so many new friends, I no longer feel that I am the only one going through these problems"

Personal Journey

I can definitely notice a difference in myself. When the course first started I could not imagine a future for myself, I felt isolated and afraid to express myself or to go out in public without having a panic attack or feeling threatened by strangers, e.g. on the bus/train, shopping or going to the doctor's surgery/dentist. I feel more comfortable in my own skin and I have lots of positive thoughts that counteract any negative thoughts I might have.

Looking forward...

We anticipate a growing need for services specifically designed for younger adults as they face the many challenges of mental health needs at a time when they are trying to establish themselves in jobs/relationships/ housing and planning a future.

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.

Havering Mind is committed to working in partnership and we know that bringing together different perspectives can help identify solutions to complex problems, reduce demand and possible duplication of services. We are currently involved in a number of partnerships which enable us to expand our reach, creating an important link to clients who may not always access our services and provide opportunities for us to draw on other people's expertise when we need it.

Ongoing partnerships include:

- Providing a range of training to schools and colleges
- Contributing to a number of strategic partnerships boards and working groups
- Members of the Mind in London Network which is the largest third sector delivery network across London
- Working closely with Mind in Tower Hamlets and Newham with a focus on expanding our work, increased efficiencies and staff effectiveness
- Many, many community organisations and opportunities. For example, Welfare Rights Unit, Bedford's Walled Garden and Sports Centres

We have learnt that building a truly successful partnership requires considerable time, effort and resources as well as thoughtful planning.



Havering
LONDON BOROUGH



Quality

Havering Mind has been awarded the Mind Quality Mark (MQM) which is a robust quality assurance framework. It sets out the required baseline of best practice and legal compliance in all areas of a local Mind's governance and activities. The MQM provides assurance that the network of local Minds across England and Wales is healthy, ambitious and strong in providing the highest quality support to people experiencing or at risk of developing mental health problems.

Havering Mind takes monitoring of its services very seriously to ensure best outcomes for its users and to improve outcomes for individuals and commissioners. Quality continues to be one of our Strategic Priorities.



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.



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.

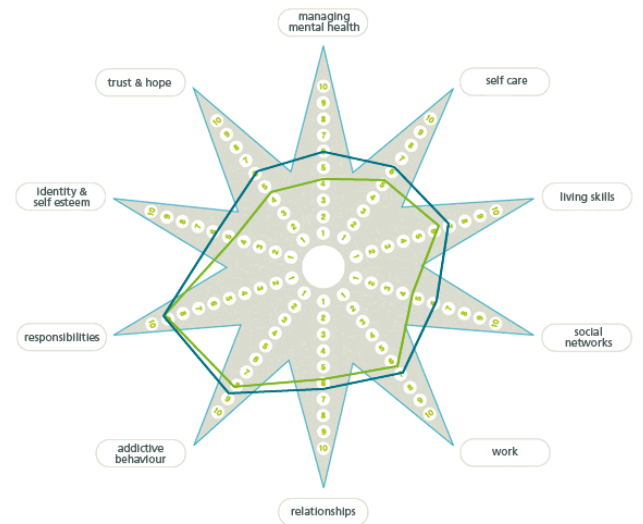
The difference we make

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 include: 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.

The results from the Recovery Star show us that individuals can have a positive outcome, negative outcome or no change. **This is based on 150 individuals**

Scale	Decrease	No change	Increase
Managing mental health	7%	14%	79%
Physical health and self care	5%	38%	57%
Living Skills	5%	66%	29%
Social networks	5%	22%	73%
Work	6%	62%	32%
Relationships	9%	58%	33%
Addictive behaviour	4%	75%	21%
Responsibilities	3%	90%	7%
Identity and self esteem	6%	25%	69%
Trust and hope	4%	21%	75%



Big Decrease	Small Decrease	No Change	Small Increase	Big Increase
0%	5%	17%	37%	41%

This shows that 78% of participants have seen an increase in their scores overall.

What people have said about us



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 (Havering JSNA 2015)

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)

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.

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

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

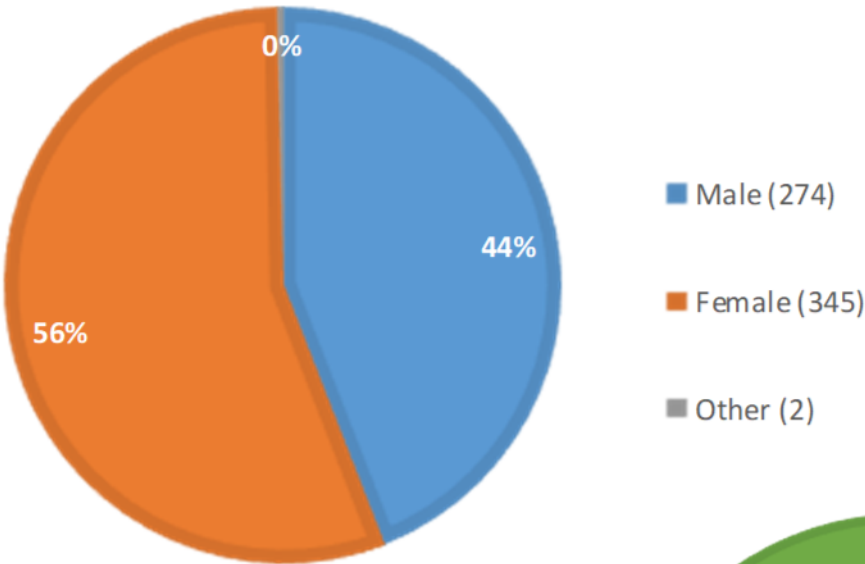
What we do works!

Statistics

During 2017/18:

- **621** people were directly supported by our projects overall
- We responded to an additional **404** enquiries with advice and information about mental health
- We expanded our reach on Facebook with boosted posts seen by over 50,000 people!
- **48%** were self referrals
- **27 %** of referrals came from NEFLT NHS Trust
- **7.2%** of referrals came from GPs

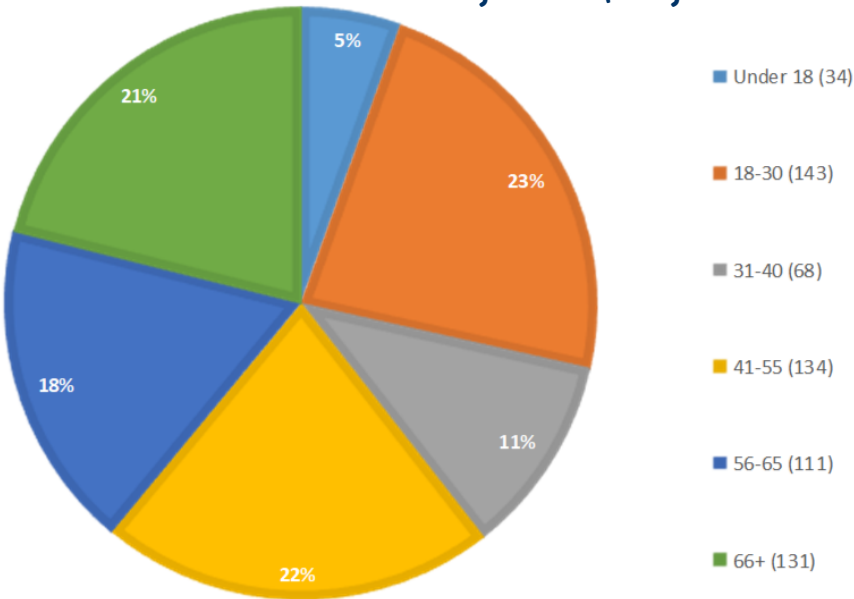
Gender



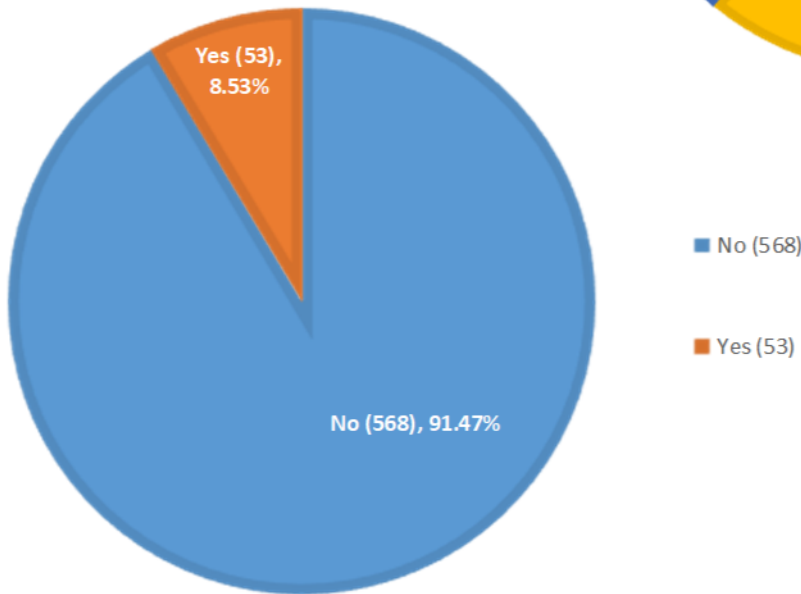
Females make up a larger proportion of beneficiaries than males which may be a result of males being a harder to reach group and less likely to reach out for help than females.

We support a range of different age groups. Our 18-30 programme has been increasingly popular this year.

Age Grouping of Clients



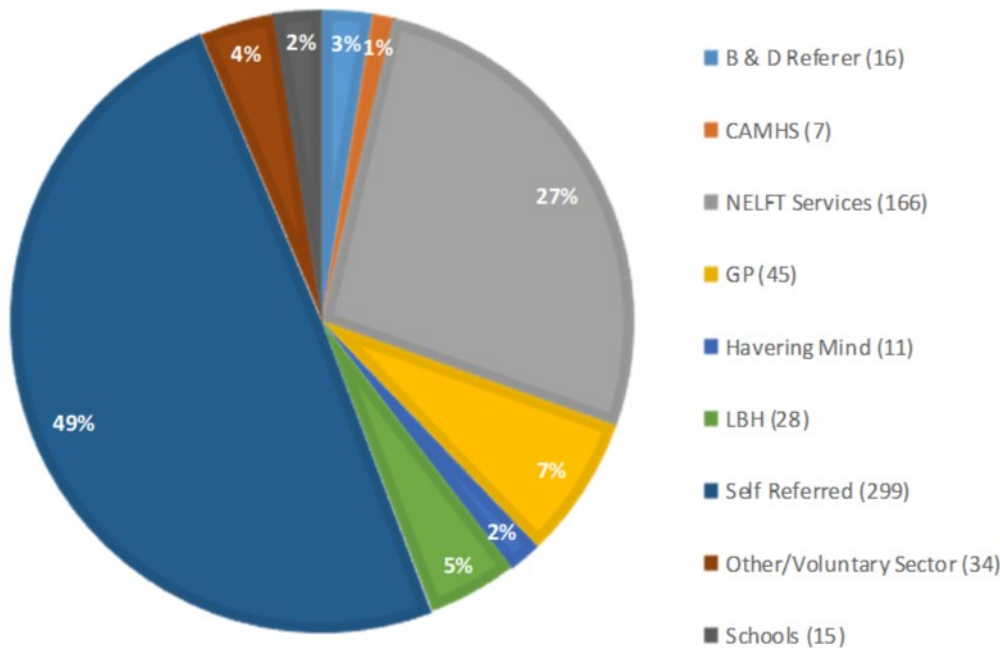
Clients with a Care Plan



The chart to the left highlights that only **8.53%** of the individuals accessing Havering Mind services are being supported by a Care Plan Approach with a designated team or practitioner in the medium or longer term.

For over **90%** of individuals our interventions bridged a gap and reduced the need for accessing secondary mental health services.

Source of referrals

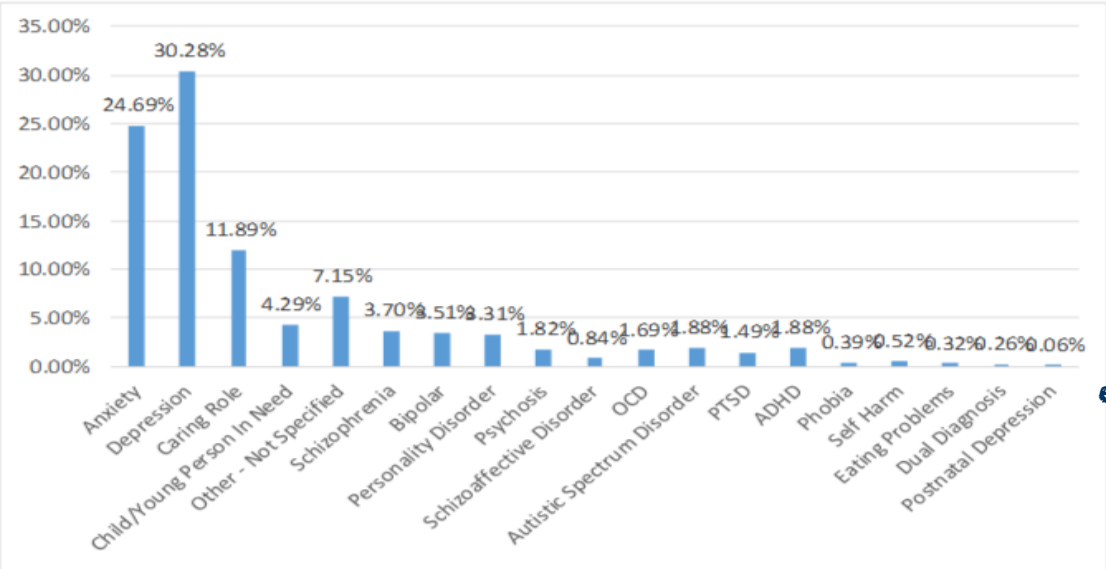


The chart shows the route for almost half of referrals is by self-referral.

NELFT NHS made 27% of referrals.

GPs made 7.25% of referrals.

Presenting issues



The table highlights the issues people are experiencing when they are referred to our services. The highest proportion are experiencing symptoms of depression or anxiety or both.

5000

People attended our 3rd annual Wings & Wheels car show

300

Dogs took part in our 4th annual dog walk!

150+

Trained in Mental Health awareness



2300+ Likes
HaveringMindCharity

50,000+

Reach on Facebook boosted posts



1900+ Followers
@HaveringMind

Community Fundraising

Our fundraising activities again continued to grow throughout 2017 and into 2018. 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 3rd annual 'Wings & Wheels' event
- 334 dogs taking part in our 3rd annual dog walk (with hundreds more humans!)
- Launching our first outdoor music concert!



In July 2017 we expanded our already popular Wings & Wheels event at Damyns Hall Aerodrome, Upminster, by opening up the event to military exhibitors.

We also held a large outdoor music concert called 'Havering Live: The Icons of Music', which was attended by around 400 people and was a great success. In early 2018 we were busy making plans for its follow up event: The Havering Tribute Fest!

Whilst obviously the main focus of holding events is to make money, they are also fantastic opportunities for us to get our services users, staff and volunteers involved and they are perfect occasions to help us raise awareness to the 1000s of people in attendance.

The BIG BLUE RUN



We were delighted to have been chosen as one of the charities of the year for the Mayor of Havering 2016/17 Cllr Philippa Crowder.

Mayor Crowder held a number of fundraising events throughout her term in office including a variety show, tour of Havering and a garden party.

A number of our volunteers were also thrilled to take part in the iconic London New Year's Day Parade.



Pupils give £700 to mental health charity



We were thrilled to have a number of people take part in a range of challenge events for us, including:

- A team who climbed Mount Kilimanjaro
- A service user who did a skydive for us
- A volunteer who ran the Brighton Half Marathon
- And one of our ambassadors who ran the London Marathon 2018!

Challenge events like these 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

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.

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.



Did you know?

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

Mental Health Awareness Week

BIG event

Romford Market
(outside Romford Shopping Hall)
Friday 12th May

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

Help us raise awareness
of Mental Health...

LIKE US!



Looking forward...

We plan to build on our exciting and varied events programme and 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

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.

Throughout the year we have continued to deliver a range of training programmes to businesses, schools and other health organisations in the borough.

We launched a new series of 'Mental health and young people' awareness sessions. These 3 hour sessions are aimed at parents and teachers who want to understand more about the type of issues that young people face. These have been very popular and we have certainly seen that there is a further need to expand these training sessions by working directly with the local schools in the borough.

In late 2017 we launched our Mental Health First Aid training (MHFA). This 2 day course is an internationally recognised training programme, designed to teach people how to spot the signs and symptoms of mental ill health and provide help on a first aid basis. We offer the course in both Youth and Adult.

"I was worried that my daughter was having problems with her mental health but I didn't know how to talk to her about it. The training that I came on at Havering Mind was very useful as I learnt a lot about the issues that my daughter was facing and I found tips on how to start a conversation with her"

**Comment from an attendee
of Havering Mind Training**



**Mental Health and young people
Awareness Training**



In January 2018 we were delighted to be awarded a grant from the Aviva Community Fund to be able to provide a number of our Mental Health First Aid courses, free of charge, to local youth groups and community organisations.

We will also be offering each secondary school in Havering 2 free places each on this training.

This will be a great way to raise awareness of mental health in young people by educating the staff of local schools and local groups who work with young people on a day to day basis.

It also gives us a great opportunity to build relationships with these schools and organisations.

These courses will take place at various times and locations in Havering throughout mid/late 2018.

We would like to take this opportunity to thank everyone who voted for us to receive this funding from the Aviva Community Fund.



**Education about mental health is absolutely vital
in today's society. The more people we can teach
to look after their wellbeing the better**

Did you know?

We have trained **over 100 people** throughout the year in mental health awareness.



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

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:

Aviva Community Fund
Big Lottery Fund
London Borough of Havering

Affinity Electrical
Bedrock Community radio
Chalk Street Estates
Damyns Hall Aerodrome
KB Technology
Kingston Smith Accountants
Lanes for Drains, London
Lollie and Ollie Day Nursery

London Green Points Scheme Havering
Mayor of Havering 2016/17
Mullis and Peake Solicitors
Ref Right
Royal Air force Cadets Romford
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.

Our vision and priorities for the future

In this financial climate, the traditional methods in which charities are funded has changed. Local organisations like us need to become less reliant on statutory funding from local authorities and more self reliant.

We have many exciting plans for the future.

1. **Mental Health promotion and reduction of Stigma**—we will continue to lead the way in promoting mental health across the borough through attending and holding events, increased online presence and so on
2. **Social Enterprise** - We will engage in a feasibility study to see the possibility of a future project
3. **Diversify and increase organisation income**—by 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
4. **Continue to explore opportunities to work in partnership**—with other organisations, schools and community groups
5. **Quality-** Ensure that all of our services are delivered with high quality standards and we continually work to improve services





Havering

Supporting and Educating
the local community

www.haveringmind.org.uk



HaveringMindCharity



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