

Annual Review 2019/20



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Registered Charity No: 1108470

Registered Company No: 04184862





A warm welcome...

I have always been impressed by

the fantastic effort of our staff, volunteers and service users alike in delivering the quality of services we are renowned for, together with the associated operational and fund-raising activities required to underpin these services.

I am happy to report that the organisation has maintained financial stability, and it remains the Trustees and Management objective to ensure Havering Mind continues to be solvent with a healthy balance sheet, whilst at the same time providing our current mental health services and, as appropriate, look to expand these services.

We've worked hard over the past few years, in implementing initiatives to build up our income from fundraising events, and the success of these events has helped to build our General and Designated Funds, and our ability to deliver excellent mental health services to meet the increase in demand – up 27% on the previous year.

These successes have allowed us to plan ahead with more confidence.

The coming year promises further growth in demand and opportunities for new services and partnership working. Havering Mind is ready to respond.

Wishing all our staff, volunteers, service users partners and communities a mentally healthy year ahead.

Bob Antell
Chairman



The dedication and energy of our wonderful staff and volunteers

have helped to make this an exciting year delivering positive and encouraging outcomes for people using our services from right across the Borough and beyond.

We supported **1760** people during the year, an incredible **increase of 27%** on the previous year.

We have so much to celebrate from this past year. In October 2019, we launched an online survey and invited service users, volunteers and staff to participate with extraordinary results.

Feedback highlighted that:

- **92%** of our current service users engage with us on a weekly basis
- **97%** rated their experience of our activities as Good or Excellent
- **74%** rated our staff as Extremely Friendly
- **94%** have made friends with other service users

In February, we successfully completed the Mind Quality Mark review which reported that Havering Mind is an excellent example of good practice in a number of areas.

We were also delighted to be asked to pilot a new service in Barking and Dagenham to deliver support that meets the needs of people with hoarding behaviours and their families. We also secured funding to continue and develop a Meaningful Activities Project in Havering, to support individuals with enduring mental health needs through peer groups.

We had a remarkable year of fundraising too. As well as our hugely successful summer events, we launched 2 new and highly successful events. The first Havering Half Marathon involved over 1,500 runners raising funds for charity, and Havering Christmas Land attracted over 13,000 people to the festive extravaganza across 17 nights in December.

As we continue to focus on raising awareness we are also helping to reduce the stigma and discrimination faced by people living with mental health issues. As a team, we are passionate about contributing towards shaping community mental health services through partnership and collaboration and look forward to helping even more people in the future.

On behalf of all our staff, volunteers and Trustees, a huge thank you to all our funders, sponsors, partners, donors, fundraisers and champions for believing in our work; we are optimistic and excited for the coming year at Havering Mind.

Warm wishes,

Sarah Balser
Chief Executive



...from Havering Mind



About Us

HaVering Mind is a local mental health charity

Committed, caring and highly skilled, our workforce keep the cogs turning and ensures that our charity is the best it can be.

Our staff are our most valuable asset, and we are an organisation really embedded in our local communities.

Trustees are also crucial to our success. As well as overseeing governance and sitting on various different committees, our trustees contribute a huge amount of their time and we are extremely grateful to each and every one of them for their support and dedication.

The valuable input from our wonderful volunteers has enabled us to provide the services that we do, and we are very lucky to have such dedicated people giving up their time for us.

Please help us in 2020/21

We need your help now more than ever and every penny counts!

If you would like to work with us as a corporate partner, make a donation or organise your own fundraising activity, please do get in touch at reach.us@haveringmind.org.uk or visit our website.



Our services encourage and promote:

Improved Wellbeing

Better coping skills

Social Inclusion

Greater understanding of mental health

Physical & outdoor activities

Thank You

Our income comes from a variety of sources including statutory sources, Trusts and Foundation grants, donations and fundraising activities. Huge thanks to our main supporters: the Local Authority and NHS Clinical Commissioning Groups in Havering, the Local Authority in Barking & Dagenham, the Lottery Community Fund, The People's Health Trust and national Mind.

Our local partnerships in the London Boroughs of Havering and Barking & Dagenham are growing each year, as we remain committed to working closely together to expand our reach, creating accessible referral pathways for personal support for service users, their families and carers when they need it most.

We would like to express our thanks to all our generous funders and supporters, companies and donors, organisations and groups who have enabled us to continue with our work through the year. As a local independent charity that is affiliated to the Mind Federation, we rely on local awareness, donations and fundraising activities, gifts in wills and corporate sponsorship to help us provide our vital mental health services.

Special thanks to our charity of the year partner the 'Chigwell Group' who donated

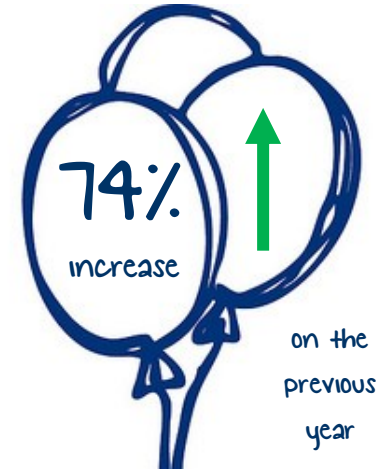
£10,000



In 2019/20

our income was

£473,040



Our expenditure was

£366,029

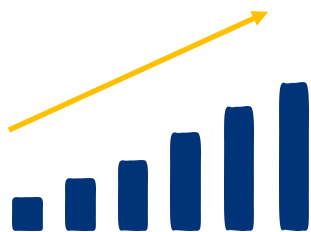
With £233,864 spent on direct services and £128,194 spent on generating funds with 2 new sustainable and scalable events

It's been an exciting year for Havering Mind...

we supported

1764

Individuals



We grew our reach by

27%

We completed the



review which found that we were an excellent example of good practice in a number of areas

We launched 2 new fundraising events



1,500

runners took part in the Havering Half Marathon



13,000

visitors attended during the festive period

....and 2 new Services

'Meaningful Activities Project' for people with long term mental health problems



and a pilot 'Hoarding Project' in Barking & Dagenham



From our current service users:

92%

Engage with us on a weekly basis

98%

Rated their experience as Good or Excellent

94%

Made friends with other service users

83%

Are Very Likely to recommend us to others

74%

Rated our staff as extremely friendly

58%

Meet up with each other outside of our services



Our total income was

£473,040



We were chosen as one of the Mayor of Havering Cllr Dilip Patel's charities

We were supported by

42

regular volunteers

We increased our Facebook 'likes' by



2000

Our Services

Gateway

Our Gateway Telephone Service is the foundation of what we do.

We aim to reach the whole community in Havering and beyond to have access to information at a time when they are feeling afraid, anxious, depressed or just don't know what to do. Our interventions have been via telephone, email and face to face.

We have:

- Supported people who present in crisis to access the best services to meet their needs
- Offered an initial assessment and further short-term intervention
- Supported families, friends and carers seeking help for someone they are close to
- Offered a navigation service so that people access the right service at the right time
- Signposted to other organisations to ensure continuity of support
- Introduced new clients to the range of services offered at Havering Mind and the local community

961

initial contact,
information
and advice
enquiries

90%

Of these enquirers have
never contacted
Havering Mind
before

Personal Journey

"I rang up Havering Mind in desperate need of help for my son who I believed was going through a crisis with his mental health. The lady I spoke to was very helpful and empathetic. She talked me through the services that Havering Mind provides and how my son could go about getting involved. She also spoke to me about ways in which I can support not only his, but my own mental health during this difficult time"

People we supported said:

"Thank you for taking the time to listen to me"

"Thank you very much, it's the information I needed"

"Brilliant, you have been so helpful"

Live a Better Life

Our Live a Better Life Programme is our lead service which supports adults with mental health problems.

It gives them the tools they need to manage their wellbeing and resilience, acting as a preventative service to reduce further problems from arising.

Our aim is to improve the recovery time for those experiencing a crisis with their mental health and ensure ongoing support is provided. We also help people achieve improvements in their overall physical health and support the development of life-long coping skills for mental wellbeing.

The 12 week programme aims to achieve individual service user goals through:

- CBT workshops including 'How to manage stress' and 'How to cope with anxiety'
- Physical activities including yoga, gardening, badminton and cycling
- Health workshops such as 'Food & Mood' and 'Sleep & Stress'
- and other groups such as a choir and walking

Personal Journey

"I've learnt a lot more about myself, as well as skills such as confidence and assertiveness that I am applying to my life. Having the awareness about mental health is very important and it is easier now to notice changes within myself that I can work to improve. I'm making more of an effort to be mindful and work on myself. Learning things like breathing techniques and meditation is useful to apply in situations where I am feeling anxious and I try to incorporate this in to my life when necessary. I am going out more and being a lot more social, making positive steps"

264

people supported

Our Services

Peer Support & Links

Our Peer Support and Links Project are services which support the creation of peer networks in the community.

We bring people together to support one another, keep active and strengthen resilience. By boosting individual's knowledge and understanding of mental health, peer support is a way of helping each other to find and use their own and each others abilities.

Through our Links Project, our service users have the opportunity to engage with peers through a dynamic programme of activities which improve confidence and self esteem.

We have further developed our peer support this year and continued with our successful Peer Support Training Programme and Peer Support development sessions; providing the tools needed to look after their future wellbeing and the wellbeing of others.

Personal Journey

"Peer support is a rock in a stormy sea. When the waves overwhelm me they give me a footing back to life. The people in it are links in the chain that is my anchor. We stand alone but together gaining strength from each other and cannot be broken.

Without peer support I don't know what I would do every week. I would have nowhere to go every week as there is always something going on. As I live alone this is my lifeline.

If I did not have peer support I don't know what I would do."

243

people supported

Meaningful Activities Project

Our Meaningful Activities Project provides support for adults with long term mental health needs.

We began this service in December 2019 after a request from Havering CCG to provide and maintain a transition for peer groups supporting individuals with enduring mental health needs.

We know how difficult it is for individuals to maintain the road towards recovery when they are experiencing a long-term condition or enduring mental illness.

We have provided support for individuals with mental health problems to overcome day-to-day challenges, build networks and build resilience through a set of peer-designed regular and sustainable groups. There are often several steps and stages in the recovery process. For many people, the concept of recovery is about staying in control of their life despite experiencing a mental health issue which may have become an enduring mental health long term condition.

Our groups are supported to continue and develop and are offered as Peer-led where possible and according to the needs of the group of peers.

Project groups included:

- Games and music appreciation
- Social networking
- Women's peer-led group
- Arts & craft session peer-led
- Self discovery peer-led

Personal Journey

"Unless I push myself to get out there and do things, I can become isolated. So it's really beneficial to have a place to meet people - it's about interaction, communication, self-esteem and security. If I didn't have that place, I can become reclusive and blinkered - everything becomes more difficult. And the longer that goes on, the harder it is to persuade myself to go out of the front door."

52

people supported

Our Services

Social Inclusion

Our Social Inclusion Service supports adults with mental health problems to reduce the isolation they experience.

We provide information and support to overcome daily challenges and achieve identified goals.

We achieve this by:

- Working on a one-to-one basis with a volunteer Community Navigator to offer guided support to achieve goals and navigate access to community opportunities
- An initial assessment using the Wellbeing Star to identify areas of need and co-produce an action plan
- Introduction to peer groups to reduce isolation and learn coping skills
- An opportunity to gain new experiences and meet new people
- Improved quality of life, recovery and wellbeing
- Mental health information, advice and signposting to additional support

78

people supported

Personal Journey

"I enjoyed going out with my Community Navigator it was something to look forward to. I have confidence in myself and can go out more on my own and I'm communicating better with people, I'm not so scared"
Service user comment

"I enjoy helping people make positive changes to their lives"
Project volunteer

Training

We have provided tailored mental health training to organisations, businesses, individuals, charities and schools this year.

Taking part in our training can lead to more confidence to talk about mental health, improve knowledge around what support is available, greater understanding of mental health, more mindfulness of how people are feeling and more positive ways to start conversations in the workplace.

150+

people trained

Welfare Support

There is a large gap in local provision for this type of support. By challenging welfare benefits decisions which we perceive as discriminatory or incorrect for identified participants on our programmes, we have successfully gained substantial entitlements totalling £140,000. Without this specialist support, we are aware that recovery can be undermined, and financial pressures can lead to relapses in mental health conditions.

Our training programmes:

- Mental Health Awareness
- Mental Health First Aid
- Mental Health in the workplace
- Mental Health and Young people

Personal Journey

"I found the awareness training to be very interesting and useful. It will certainly help me to understand my son's issues better"

16

people supported

Supporting Us

Donate



[Justgiving.com/HaveringMind](https://www.justgiving.com/HaveringMind)

Volunteer



volunteering@haveringmind.org.uk

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[HaveringMindCharity](https://www.facebook.com/HaveringMindCharity)



If you or your organisation would like some training in Mental Health Awareness, Workplace Wellbeing or any of our courses on offer, or perhaps you would like a training session designed specifically in line with your organisation's needs, do get in touch with us at

reach.us@haveringmind.org.uk