

mind Havering, Barking and Dagenham

Annual Review 2020-2021



Finance & Fundraising
Havering Mind

Winners
2020



Mind
Network
Excellence
Award



Service User Influence
& Participation
Havering Mind

Highly
Commended
2020



Mind
Network
Excellence
Award

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Registered Charity No. 1108470
Company No. 4184862

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A Warm Welcome...

Trustee Report

The last year has been an extraordinary year and an extremely busy one for Mind in Havering, Barking and Dagenham. Not only through our response to the growing demand for many of our services in Havering, but through increased demand in Barking & Dagenham also; as we are now officially serving and supporting both Boroughs. We have been delighted to secure new contracts in both Boroughs, providing us with an opportunity to work closely in partnership with other providers to deliver support to meet people's needs both during and post the pandemic lockdowns.

It is important to pay tribute at this point, and say a huge thank you to our fantastic staff, volunteers and Trustees, who have worked so hard alongside people with mental health problems to improve their experience and resilience during this unprecedented year. Everyone has played a role in some way to ensure that anyone who has contacted us with a mental health concern, has received the advice and support they need at the right time.

This hard work was recognised during 2020/21 when we received our Mind Quality Mark, and further acknowledgement demonstrated through highly competitive national awards as the winner of the Finance & Fundraising Award and Highly Commended in the

Service User Influence and Participation category. After many years at the helm, our Chairman of Trustees, Bob Antell stood down from his role at the end of the financial year. We are very grateful to Bob for his years of dedication and commitment to staff, service users and volunteers. His leadership enabled us to implement initiatives that helped to build up our income from fundraising events, for example. These events continue to be important milestones in our calendar and perfect opportunities to bring the community together, to share our ambitions to continue to deliver excellent mental health services to meet the increased demand we experience year on year.



We have had an extraordinary year with a clear focus on a flexible response to the extreme challenges faced by society. As we all ease ourselves back in to some form of normalcy, the year ahead promises further growth in demand, new services and partnership working, new staff and Trustees. We are ready to respond, and we will be focussing on making sure that we are relevant to all communities and as inclusive as possible, taking on board the outcomes of extensive research delivered by national Mind during the last year.

Our experience has helped to shape our planning for the future and our new strategy. We continue to make a difference by building our partnerships, and we have forged an important alliance with Mind in City, Hackney and Waltham Forest, and Mind in Tower Hamlets, .Newham and Redbridge. This is very exciting and will give us a real chance of working together, delivering greater impact across all 7 North East London Boroughs. Together we continue our focus on raising awareness and reducing the stigma and discrimination facing people living with mental health, and to influencing the shape of community mental health services.

Lastly we would like to thank our sponsors, donors and supporters for your commitment and investment in our work. Without your encouragement and financial support, we would not have been able to achieve the impact on the lives of people you will read about in this report. Thank you.

We wish all our staff, service users, volunteers, partners and members of the communities that we serve a more mentally healthy year ahead.

Our income in 2020-21 was £518,811; a 10% increase on the previous year.

Our expenditure in 2020-21 was £389,591 with £304,153 spent on direct services and £70,153 spent on generating funds.

Chief Executive Report



Sarah Balser, CEO

It's been more than a year since the first lockdown was announced – and although restrictions are beginning to lift, the impact of the pandemic is far from over. We all encountered the difficulties of not seeing family and friends and having to wear face masks. But for many, there were further unequal effects the pandemic had on the mental health of many in society. In particular, those living in poverty and having problems with money and housing for example, and also young people especially those of colour. The constant changes in rules and restrictions have overshadowed the lived experiences of people with mental health problems, and the impact on their wellbeing.

Even as we slowly begin to resume our pre pandemic lives, we know how the effects of lockdown will still linger for our existing and new service users, and will continue to do so for some time to come. For many people accessing our services during the last year, conquering the struggles of the pandemic has been a huge accomplishment in itself – but we are only too aware that worries and anxieties about the future still remain. We know that many people in our community faced mental health difficulties before the pandemic, and it is those who were struggling before that were hit hardest in the past year. Our fantastic team have worked tirelessly to understand their experiences, to adapt how we deliver our services remotely, and ensure people got the support that resonated with their individual experiences and improved their wellbeing.

National Mind conducted a survey and asked young people and adults how their mental health had been affected by the pandemic since the first national lockdown in March 2020:

- Two thirds (65%) of adults and more than two thirds (68%) of young people with mental health problems said their mental health had worsened since the first national lockdown. Nearly half (46%) of those adults and over half (51%) of those young people said that their mental health had got much worse since the beginning of the first national lockdown in March 2020.

- One in four (26%) adults and over one in six (18%) young people experienced mental distress for the first time during the pandemic.
- People living in a household receiving benefits saw their mental health hit hardest by the pandemic.

“Since March 2020 my mental health deteriorated and by the end of 2020 I was at breaking point once again.”

Adult

We asked about the support people sought or received during lockdown, and any barriers they faced:

- Around one in five young people and one in six adults got support for the first time during the pandemic.
- Nearly three quarters of people using mental health support (73% of adults and 71% of young people using services) will continue to do so after coronavirus restrictions ease.

- More than one in five (21%) adults and one in seven (15%) young people didn't get support because they didn't think their problem was serious enough.

Coronavirus robbed many of what they need to stay healthy – both mentally and physically. The severity and complexity of many people's mental health problems has increased and lots of people who have been accessing support during the pandemic will continue to do so.

Mind research shows that we have to do all we can to ensure the pandemic's after-effects don't make life worse for people who were disadvantaged before it even started, and that people can access the right support that caters to new and complex needs.

Through our new strategy, we will be focusing on the following 4 priorities:

1. Reach and Relevance
Our ambition is to expand and diversify our audience, reach and staff team; to reflect and be relevant and inclusive to all communities, in order to help more adults and young people through our services in both Boroughs.

2. Impact and Equality

Our ambition is to listen and amplify the voices of people with lived experience of mental health, inequality, racism and stigma; to enable us to maximise and evidence the positive impact of our services on individual beneficiaries, their families and the wider community.



3. Sustainability and Growth

Our ambition is to deliver great results by ensuring we continue to be financially strong, well positioned and sustainable, through spending wisely, recruiting effectively, forward planning for infrastructure and revenue growth; and working towards systems that support our work effectively in the future.

4. Partnership and Co-operation

Our ambition is to become the local 'go to' organisation for mental health service delivery, and enjoy mutually respectful and positive partnerships by building strong and meaningful relationships, that maximise our influence and collective impact.

As an organisation, we are passionate about mental health, beating stigma and racism, and giving people hope. During the last year we heard from many people who didn't think their problem was important enough to warrant support. We are committed to helping everyone to feel valued and convince them that they are worthy of support.

With a huge thank you to all our funders, sponsors, partners, donors, fundraisers and champions for continuing to believe in our work; I look forward to the year ahead with the team at Mind in Havering, Barking and Dagenham.

Sarah Balser
Chief Executive

About Us

We are Mind in Havering, Barking and Dagenham. We are a member of the Mind Federation.



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 driving strategy through 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 deliver more, and we are very lucky to have such dedicated people giving up their time for us.

During 2020/21 our income was £518,811 representing an increase of 10% on the previous year.

This represents an increase of £45,711 on the previous year, without any income from large scale fundraising events as planned due to the pandemic.

During 2020/21 our expenditure was £389,591 with £304,153 spent on direct services and £70,153 spent on generating funds.



Grateful Thanks

Our income comes from a variety of sources including statutory funding, Trusts and Foundation grants, donations and fundraising activities. Huge thanks to all our main supporters in the last financial year including the Local Authorities of Havering and Barking & Dagenham, NHS Clinical Commissioning Groups and Health Foundations, the Lottery Community Fund, London Coronavirus Response Fund, Lloyds Bank Foundation, The Bulldog Trust, The Tudor Trust, The People's Health Trust, CAF, Edward Gosling Foundation, LCRF, Sandra Trust, FSJ Trust, national Mind and others.

Our local partnerships in the London Boroughs of Havering and Barking and 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 and their families and carers when they need it most.

We would like to express our thanks to all our generous corporate supporters including Serco, Yorkshire Building Society, and PIP Lifts, Forest Park Cemetery, funders 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.

Supporting Us

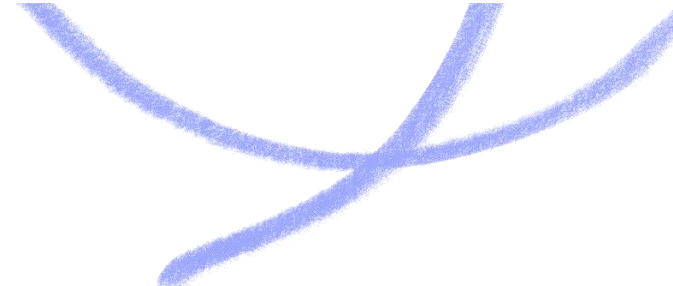
Please help us in 2021/22, we need your help now more than ever and every penny counts! If you would like to work with us as a corporate partner, make a donation or organise your own fundraising activity, please do get in touch at reach.us@haveringmind.org.uk or visit www.haveringmind.org.uk

“We are delighted to be working with Mind in Havering, Barking and Dagenham, a fantastic organisation, and one that makes such a difference to so many people in our Borough.”

Paul, Managing Director, PIP Lift Services Ltd.

Some Of Our Achievements During 2020/21





We experienced a **60% increase** in the number of calls seeking help with mental health concerns

We spoke to **1561 new** members of the public seeking help and advice

We directly **supported** **2198** individuals through our services

This represented an **increase** of **25%** on the previous year

Over **5,700** outbound **calls** were made by staff to our service users & volunteers during the pandemic

500+ ZOOM activity sessions were delivered by staff to service users

We provided a new **service** called Getting Ready for Adulthood, supporting **28** young people aged **17-25** years

We delivered **32** mental health **awareness** sessions to over **1850** pupils in **7** Secondary Schools in Havering

In the survey, **78%** of the pupils said they were now more aware of what **help** and support was available to them

We experienced a **75% increase** in the number of participants, in our Social Inclusion Service

93.48% Live a Better Life Programme participants feel less isolated

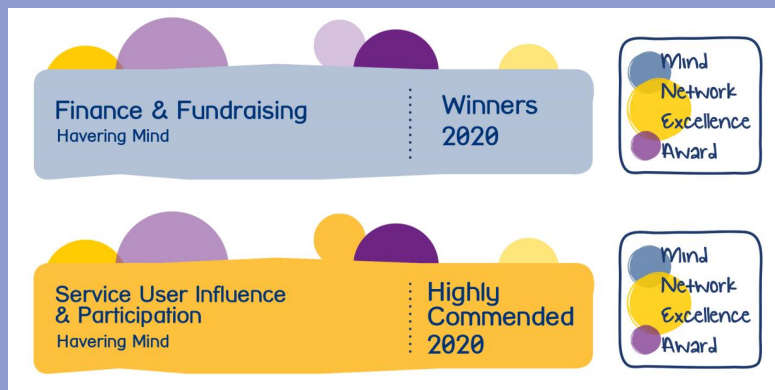
67.39% Live a Better Life Programme participants have reduced the number of visits to their GP

86.65% Live a Better Life Programme participants have greater confidence in accessing suitable support for their mental health

15,364 Facebook friends were reached through our pages

Supported 1000+ hours of counselling for those bereaved or traumatised through the pandemic

We received the following national Mind awards




We delivered excellent outcomes for people using our services. Recovery star outcomes showed that service users social networks increased overall by 41%

We worked with 17 service users to navigate the benefits system, increasing the PIP benefits of 3 clients from £1,732 to £19,724

Our total income was £518,811

#BeNiceToYourNoggin

 www.havering.gov.uk/benice toyournoggin

 01708 457 040

In partnership with:



#BeNiceToYourNoggin

Havering Mind was pleased to be invited to act as lead partner with Havering Council and collaborate with other local service providers through a new campaign in 2021 which raised awareness of mental health and wellbeing.

Mental health illnesses affect many people, with one in six saying they have experienced anxiety or depression in any given week. #BeNiceToYourNoggin offered hope and advice to many during the pandemic.

It was an incredibly tough period for us all, and it had a huge impact on our mental health. From lockdown, to furlough, to the loss of loved ones, we all found ourselves under pressure or anxious at times.

With limited contact with our friends, family, community and colleagues, taking care of our mental health and wellbeing became even more important.

#BeNiceToYourNoggin spread awareness of the support available in the community and how to access it, including a wide range of bereavement and crisis support services available in Havering.

The 'noggins' which were characters created by a local illustrator, helped to express some of the mental health issues we all face, which can often feel dark and unmanageable. They helped to make these issues easier to understand, and to let people know how to access support to tackle them.

Our Core Services

Gateway Telephone Service

1561 initial contact, information and advice enquiries

Our Gateway Telephone Service is the foundation of what we do. We aim to reach people across Havering, Barking and Dagenham, 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 1000+ hours of counselling for those bereaved or traumatised through the pandemic
- Supported people who present in crisis to access the best service 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 local providers to ensure continuity of support
- Introduced new clients to the range of services offered at Havering Mind and the local community
- 90% of enquirers have never contacted us before

People we supported also said:

“Thank you very much, it's the information I needed.”

“Brilliant, you have been so helpful.”

“Thank you for taking the time to listen to me.”

“Thank you, it's good to talk it through to someone who is listening to me.”

“Thank you for calling me in my lunch hour, so helpful, thank you.”

“I rang up 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 they provide 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.”

A Gateway caller

Live A Better Life Project

282 people supported

Our Live a Better Life Programme supports adults with mental health problems, giving 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 programme run over several weeks, 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 choir and walking.

“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 to grow my business and no longer feel ‘stuck’.”

A Live a Better Life Project beneficiary

Peer Support And Links Project

130 people supported

Our Peer Support and Links Project are services which support the creation of peer networks in the community bringing people together to support one another, keep active and strengthen resilience. By boosting individuals 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 Supporter Training Programme and Peer Support development sessions; providing the tools needed to look after their future wellbeing and the wellbeing of others.

“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.”

A Peer Support beneficiary

Meaningful Activities Project

60 people supported

This service provides and maintains 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
- Women's peer-led group
- Art and craft sessions
- Self-discovery sessions

“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.”

A Meaningful Activities Project beneficiary

Social Inclusion Project

137 people supported

We support adults with mental health problems through this service, helping to reduce the isolation experienced and provide information and support to overcome daily challenges and achieve identified goals.

We have achieved this by:

- Working on a one-to-one basis 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
- A chance to fulfil potential by setting achievable goals in manageable steps
- Improved quality of life, recovery and wellbeing
- Mental health information, advice and signposting to additional support

“I enjoyed going out with my Community

Navigator, it was something to look forward to.”

Social Inclusion Project service beneficiary

“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.”

Social Inclusion Project service beneficiary

“I enjoy helping people make positive changes to their lives.”

Social Inclusion Project Volunteer

Training

We provide tailored mental health training to organisations, businesses, individuals, charities and schools. Our 4 main training programmes are:

- Mental Health Awareness
- Mental Health First Aid
- Mental Health in the Workplace
- Mental Health and Young People

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

Looking for mental health training?

If you or your organisation would like 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

Mental Health Services support the recovery of people with mental health problems, helping them develop skills and strategies to manage periods of distress while leading full and rewarding lives.

“I found the awareness training to be very interesting and useful. It will certainly help me to understand my sons issues better.”

Training Programme participant

Welfare Support Service

17 people supported, securing an additional £17,992 in PIP benefits for 3 clients

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. Without this specialist support, we are aware that recovery can be undermined, and financial pressures can lead to relapses in mental health conditions.



“My experience of COVID has provided me with some valuable insights into the nature of this horrible disease. I am very grateful that I survived and that I am still able to support Mind clients. Aspects of the benefits system clearly seem to discriminate against those people with mental health problems who find it difficult to express their needs.”

Welfare Support Service Volunteer



Join the fight for better mental health with Mind in Havering, Barking and Dagenham

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