

 mind Havering, Barking and Dagenham

Annual Review 2022/23



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A Warm Welcome...



Chairman Report



The last year has been an extremely busy time for the Board of Trustees, who have seen some members stand down and others join. Among those standing down were three of our long-serving Trustees - Eithne Herlihy, Sheldon Attridge and Steve McCann; all of them have put in a massive effort over the years, for which we are extremely grateful. We also saw Georgia Russell and Amy Burgess stand down while we

welcomed Peter Herrington, Sunita Sawali, Rajinder Johal and David Hodge to the Board.

Many thanks to those who have left us and a huge welcome to those who have joined us this year. Our refreshed Board has created a dynamic group of committed individuals, bringing a range of different and new skills to the existing members strengths.

Our sub-committees are established now and help us to effectively oversee the great work being delivered by Sarah, our CEO and the whole team. We are fortunate to have so many committed, dedicated, enthusiastic and fantastic people in our Staff, Trustee and Volunteer roles. As I write, the staff team continues to grow to meet the demands we face as a respected mental health and wellbeing provider, across both Boroughs of Havering and Barking & Dagenham.

The team has not only delivered excellent support through our existing projects and services, but also through the growing number of new services developed to meet the increased demand across both Boroughs.

During 2022/23 we were commissioned to deliver 16 projects and services across both Boroughs. We received some short-term funding as well as long-term funding, the latter being critical to our sustainability and growth. We maintain several mutually respectful and valued, partnerships and contracts; the impact we achieve year on year forms the evidence that

Commissioners and funders are so impressed with, they continue to support.

Our own fundraising through the Events Committee is further evidence of the hard hours put in to achieve great things. Our Summer Fest Weekend and Christmas Land were incredibly well put together and a tremendous experience for all taking part, whether attending the events or volunteering at them, they raised vital income for the Charity. Christmas Land attracted nearly 24,000 visitors, however, we had no option but to cancel our Half Marathon in 2022 unfortunately. This was due to last minute increases in costs which made it impossible for us to deliver the event.

It has been another tremendous year for our wonderful charity, and the strength and dedication of everyone involved never ceases to amaze me. It is important to pay tribute at this point and say a huge thank you to all of our fantastic staff, volunteers and Trustees, they have worked so hard alongside people with mental health problems to improve their experience and resilience during another unprecedented year. Everyone has played a role and in many instances gone beyond their duty in some way, thus ensuring that anyone who has contacted us with a mental health concern, has received the advice and support they need at the right time.

Lastly we would like to thank our sponsors, donors and supporters for your encouragement and investment in what we do. Without this commitment and financial support, we would

not have been able to impact the lives of so many people. Thank you.

Best wishes for a more mentally healthy year ahead to all our service users, volunteers, partners, staff and members of the communities that we serve.

Paul Masterson

Chair, Mind, Havering, Barking & Dagenham

Our income in 2022/23 was £1,429,286.

**Our expenditure in 2022/23 was £1,356,392,
with £1,074,073 spent on direct services and
£260,226 spent on generating funds.**

Chief Executive Report



I am always inspired and encouraged by the people we support, and overwhelmed by the encouragement we receive from those who support our work. 2022/23 has been an incredibly exciting and busy time for the whole team at Mind in Havering, Barking & Dagenham. We've brought new skills and talents in to the team as we have increased our staff number due to growing demand for many of our existing services and newly mobilised projects. Everyone has been immersed in, and committed to, working alongside each other and with people with mental health problems during the year; to improve their quality of life. We mobilised new services including our Pause 2 Start project in Barking & Dagenham and enhanced & developed existing services. For example, our partnership with

NELFT, the expansion of our Gateway Service to respond to the trauma experienced by families as a result of the Wennington Fire in 2022; and the multi lingual microsite on our website to provide support and practical advice for refugees affected by the crisis in Ukraine and their hosts. We are blessed with an amazing team of staff who I am thankful for and grateful to every day; but who should also be celebrated in this report along with our wonderful Trustees and volunteers. Thank you all.

As our communities face the biggest price rises in a generation; with food, fuel, power and rent all soaring – it's having a huge impact on our mental health. The cost of living crisis is impacting everyone. From people who already found it hard to make ends meet, through to people who've never had to worry about money before. More people are being pushed in to poverty, while those of us who are already struggling are facing a bigger battle than ever. The cost of living crisis is predicted to push over 5 million people into poverty.

“I'm so scared to put the heating on. I get all the help that the government has offered me and my wife but I am still scared of that bill every month. I'm not sure what to.”
Steve, Mind member

We've always known there's a 2-way connection between poverty and mental health. If you live in poverty, you're more likely to have a mental health problem. And if you have a mental health problem, you're more likely to find yourself in poverty.

Anyone who is having a tough time, we're here for you. The cost of living crisis is an emergency, and we're committed to doing everything we can to help everyone, to find ways to get through and stay well. If you or someone you know is still struggling, we are here to help, by calling 01708 457040 or emailing reach.us@haveringmind.org.uk

We have had a strong year with a clear focus on our strategy, our planning for the future and to making a difference.

Through our strategic priorities, we will continue to focus on the following areas:

1. Reach and Relevance

Our ambition is to expand and diversify our audience and reach, and be relevant to all communities in order to help more 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, 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 a team, we are passionate about mental health, beating stigma and discrimination and giving people hope. We are committed to helping everyone to feel valued and show them that they are worthy of support.

The year ahead promises further growth in demand, new services, new staff and skills, and partnership working. Mind in Havering, Barking & Dagenham is ready to respond, and will be focussing on making sure that we are as inclusive and representational of our local communities as possible.

Wishing all our staff, service users, partners and the communities that we serve a mentally healthy year ahead. A huge thank you from all our staff, Trustees and volunteers to all our funders, sponsors, partners, donors, fundraisers and champions for continuing to believe and invest in what we do.

Warm wishes, Sarah Balser

Chief Executive



About Us...



We are Mind in Havering, Barking & 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.

Our income in 2022/23 was £1,429,286.

Our expenditure in 2022/23 was £1,356,392, with £1,074,073 spent on direct services and £260,226 spent on generating funds.



Grateful Thanks

Our income comes from a variety of sources including statutory sources, Trusts and Foundation grants, donations and fundraising activities. Huge thanks to all our main funders in the last financial year including the Local Authorities of Havering and Barking & Dagenham, NELFT, NHS Clinical Commissioning Groups and Health Foundations, Public Health England, the Lottery Community Fund, Department for Work and Pensions, The Tudor Trust and national Mind, amongst other valued partners.

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 and their families and carers, when they need it most.

We would like to express our thanks to all our generous corporate supporters including JFF Security, ISG Limited, Mullis & Peake Solicitors, L & Q Limited, F. Barnes Solicitors, PIP Lifts, Wates Family Enterprise Trust, South Essex Crematorium, Havering Tri Club, Coopers Coburn School, Upminster Masonic Lodge, Romford Carers Society, Waitrose Upminster; and many donors and funders, organisations and groups who have enabled us to continue with our work throughout 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.

Scott, Tammy and our staff at JFF Security are pleased to have supported Mind in Havering, Barking & Dagenham again this year through the Essex Tribute Fest and Essex Family Fest in July. As a charity supporting the increasing mental health and wellbeing needs of our community, we value the partnership we have with our local Mind, which we can see, is playing a critical role in helping people to recover and keep well across both Boroughs.

Supporting Us

Please help us in 2023/24 and beyond; we need your help now more than ever and every pound really does count. 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 with us at reach.us@haveringmind.org.uk or visit www.haveringmind.org.uk

Some of our Achievements during 2022/23



We expanded our reach to people with mental health concerns across both Boroughs of Havering and Barking & Dagenham

We supported 2212 members of the public seeking help and advice through our Gateway Service.

This represents a 10% increase on the previous year

We directly supported 3,673 individuals through our services

Our Live a Better Live Programme delivered 492 live sessions across both Boroughs

87 counselling sessions were provided offering the right support at the right time

Our Peer Support Workers have been fully trained and integrated with the Locality Teams in each Borough

We delivered mental health awareness sessions to schools in Havering

129 parents and carers with similar experiences met with peers through our Parent Support Group

We partnered with Pause to deliver our new service – Pause 2 Start – in Barking & Dagenham

We developed our staff through supporting hundreds of hours of continuous personal development training

We developed a multi lingual microsite on our website to support Ukrainian refugees and their hosts

Havering Christmas Land was visited by nearly 24,000 people during December 2022

We delivered 180 face to face interventions through our Gateway Service (39 in 2021/22).

This represents an increase of 270% on the previous year

250 women were empowered to talk of their own mental health and wellbeing through our Mums Matter Programme across both Boroughs

We have increased our support through Gateway to men from Asian, Arab and multiple ethnicities

Our support for those presenting on contact with trauma increased by 486% - self harm increased by 135% and suicidal feelings by 173%, on previous year

We welcomed 4 new Trustees to our governing Board

Our total income was £1,429,286

Over 27,000 people attended Mind in Havering, Barking & Dagenham Christmas Land, Tribute Fest and Family Fest events in 2022

Our Services



Gateway Telephone Service

2,212 initial contact, information and advice enquiries

Our Gateway Service is the foundation of what we do, providing access to information at a time when callers are feeling afraid, anxious, depressed or just don't know what to do. Our interventions have been via telephone, email and face to face:

- Supporting people to access the best service to meet their needs
- Offering an initial assessment and further short-term intervention
- Supporting families, friends and carers seeking help for someone they are close to
- Offering a navigation service so that people access the right service at the right time
- Signposting to other local providers to ensure continuity of support
- Introducing new clients to the range of services offered at Havering Mind and the local community.

We delivered this service across Havering, Barking & Dagenham.

“ 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. ”

Live A Better Life Project

299 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 goals through CBT informed 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 including walking.

We delivered this service in Havering and Barking & Dagenham.

“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 into 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'.”

Meaningful Activities Project

115 people supported

Meaningful Activities Project gives a space for those who are suffering with long term mental illness. The project provides sessions which help with mindfulness, confidence and encourages socialising. There are different groups including i) self-discovery which includes poetry, News topics and current affairs ii) games including pool and table tennis iii) creativity including arts, crafts, writing and much more.

We delivered this service in Havering.

“ 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. ”

Work Well Programme

145 people supported

Our Work Well Programme Team launched in November 2021 and was completed in November 2022. The Work Well Programme was created to support eligible* local residents to promote positive mental health and wellbeing and increase employability plus other opportunities. (*Eligibility subject to receiving unemployment benefit)

We offered an up to 6 week programme, tailored to the required support to achieve future aims and ambitions.

We delivered this service in Havering.

“The people I got to experience the programme with - the team and the other clients; I feel like I am now part of a ‘friendship group.’ Clients who take on this course are very lucky as they are in great hands. ”

Participant of Cohort #1

“I feel confident to go out looking for a job. ”

Participant of Cohort #4

“The service has helped a lot; gained confidence and opened my eyes to future opportunities - support, counselling, guidance and made friends. ”



Participant of Cohort #8

Ready for Adulthood Project

84 young people supported

Ready for Adulthood is a 6-week face-to-face programme for 17-25 year olds experiencing mental health challenges. The interactive and supportive group connects young people and comprises sessions on topics including communication, resilience, wellbeing, living skills plus 1:1 support and peer activities.

We delivered this service in Havering.

 ***My grandson has started to become more sociable in a safe environment and I can see a great improvement in him. He is making conversations more with family and people he comes in contact with. He is really enjoying the sessions and looks forward to attending - he is meeting some of them for an organised bowling session in Romford today. It makes me so happy to see my grandson smiling more and mixing with people nearer his own age without becoming overwhelmed with anxiety. I know he still has a way to go yet but the progress has been great and he wouldn't have arrived at this point without your help and encouragement! Your work is so important as there are so many youngsters who can't see any future and they need to get the help before it is too late.*** 

Parent Support Group

129 people supported

Our Parent Support Group is a 6-week online programme for parents and carers of young people aged 11-25 years experiencing mental health challenges. Our parents and carers meet with peers with similar experiences and receive signposting information plus reassurance, tips and techniques for supporting their young person and their own wellbeing.

We delivered this service in Havering.

“It’s so nice to sit here every week to share things with like-minded parents, it really warms the heart.”

“The programme has given me lots of ideas to try out. I’ve felt a sense of community knowing that we’re going through these battles and surviving it.”

“This group has changed me, the way I would normally react has changed. Instead of me shouting, the children come home and tell me what has happened in their day.”

Gateway Counselling Service

87 sessions delivered

When our other services weren't considered to be appropriate, counselling enabled and empowered people to express their concerns through 1:1 sessions with a trained counsellor. Through free to access, person centred counselling, we were able to:

- Provide support when the need was greatest
- Help individuals resolve complicated feelings or find ways to live with them
- Help find resolutions for future planning
- Reduce isolation and loneliness
- Build inner resilience
- Reduce depression and anxiety
- Reduce self-harm
- Educate and inform about positive coping strategies for stress and anxiety
- Reduce suicidal thoughts

We delivered this service across Havering and Barking & Dagenham.



Mums Matter Project

250 people supported

Our Mums Matter Teams were established in January 2022. Mums Matter is a support service to empower mums to take control of their health and wellbeing. The 6 week course was originally designed by mums for mums with a perinatal mental health problem. Our aim is to support mums using a holistic approach to their health and wellbeing incorporating practical and emotional support. We are pleased to share that we support our mums with crèche facilities to ensure our mums are able to participate fully in the group sessions. We also invite dads/supporters of each mum to have a 1:1 session with our practitioners towards the end of each course. We have started peer support sessions with fortnightly buggy walks from Harrow Lodge to link Mums in with each other and the project.

We delivered this service across Havering and Barking & Dagenham.

“ I don’t really know how to put into words how much the Mums Matter Project helped me. When I started the course, I would barely go one day without crying or having a meltdown, due to the frustration I felt for not being a good enough mum. Although I always felt at ease to speak with my husband about how I felt, I found that sharing how I felt with other mums was crucial – and the peer support received from the other mums and the facilitators worked wonders – much better than any medicine, in my opinion. Also, a big thanks to the crèche workers, who always went above and beyond to ensure the little ones were so well looked after! Those two hours every Tuesday were the highlight of my week – they made me realise that mums that ask for help are indeed excellent mums. I hope this project continues to help many mums in the future, I’m always talking about it. ”

Safe Connections Service

21 people supported

Safe Connections aims to support people who are experiencing suicidal thoughts to access the right service at the right time. The primary focus is to support people not known to mental health services, as we want to reach those who are most isolated and vulnerable in the community, and work with them to find other localised support they may need. We offer a safe space for people to talk about their feelings and concerns and explore the underlying reasons as to why someone may feel suicidal. We provide a mixture of emotional and practical support, tailored signposting to help meet the individual's needs, and a personalised wellbeing plan which provides coping strategies and sources of support to use before or during a crisis. The service is integrated with the crisis services within each Local Borough, as well as with local community services. People who present to the service in mental health or suicidal crisis will be supported to access Crisis Intervention or Emergency Services.

Safe Connections - 0300 561 0115

Grief in Pieces supports anyone who is bereaved by suicide in the Northeast London boroughs, with the offer of grief education, one to one therapy, and support groups to help navigate the healing and coping process in a safe and confidential environment. The service helps people understand grief, develop coping strategies, and offers a safe space to explore thoughts, feelings, and experience with others. Ongoing support and information about suicide loss is also provided such as, preparing for the inquest, how to support families and children and other relevant services.

Grief in Pieces - 07949 879557

We delivered this service across Havering and Barking & Dagenham.

Nearly 470,000 people received support at their own local Mind in 2022/23.

Hoarding Project

7 people supported

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. Adults who are reluctant to or who do not engage with services can have complex and diverse needs that often fall between different agencies and can leave them at direct risk of harm. Self-neglect can cover a wide range of behaviours such as neglecting personal hygiene, health or living environment, and includes hoarding. In these situations, peoples' needs are usually long standing and recurring and may be commonly known to a range of agencies. They may frequently put themselves and neighbours, family and animals at significant high risk of harm as self-neglect and hoarding behaviours can lead to the risk of fires, gas and water leaks and of infestations spreading.

We mobilised and launched our Hoarding Project in the final quarter of 2021/22, and the service has provided a pathway to enable change in hoarding behaviours. Working in partnership with Social Care and Mental Health Teams, we are receiving and working with people referred to us by statutory services for specified support.

We delivered this service in Barking & Dagenham.



Peer Support Workers

116 people supported

We launched our Peer Support programme in partnership with NELFT in early 2022. Peer support is delivered by those with lived experience of mental distress or as a carer, to build empathy and recovery as a template in their roles. This is a provision of support and recovery guidance to individuals experiencing common and severe mental health problems, and supports recovery-based programmes for service users and members of the local community, in partnership with statutory and community organisations.

We delivered this service across Havering and Barking & Dagenham.



Prevention Service/Social Inclusion Project

178 people supported

Within this service, we supported adults living with mental health problems who are socially isolated and disconnected with their community. The aim of the project is to reduce isolation and promote inclusion.

Within this project, participants are offered:

- A friendly one to one appointment to complete a Recovery Star assessment and to discuss support needs and opportunities
- Access to the Ways to Wellbeing course where we share tips for managing stress and improving resilience, good sleeping practices, as well as learning relaxation skills, Mindfulness, peer skills, five ways to wellbeing and confidence building
- Access to the Link course where we share the importance of connecting with nature, walk and talk, practicing Mindfulness, Mood and Food, being kind to yourself, problem solving, opportunities to connect with your local community, discovering volunteering opportunities, and creating a personalised wellbeing plan
- Signposting and warm transfer to other relevant services.

We delivered this service in Havering.

“ I came to Mind when I was at my worst and being part of this project, has had a major impact on my life I feel like I'm on the journey back to being me again. ”

“ It has given me the confidence to try new things; I joined a games group which I wouldn't have done without the support and encouragement I received from accessing this group. ”

“ I'm now looking forward and I believe things can get better. ”

Victim Improvement Package

Older people are vulnerable to sustained high levels of psychosocial distress following a crime. A cognitive behavioural therapy (CBT)-informed psychological therapy, the Victim Improvement Package (VIP) can help to aid the recovery. Working in partnership with UCL, Mind in Havering, Barking & Dagenham has delivered the VIP trial since the summer of 2021. The trial aims to test the clinical and cost-effectiveness of the VIP for alleviating depressive and anxiety symptoms in older victims of crime.

People aged 65 years or more who have reported being a victim of crime, are screened by the Metropolitan Police Service Safer Neighbourhood Teams within a month of the crime for distress. Those who screened positive in the assessment are signposted to their GP for assistance, and re-screened at 3 months. Participants who screened positive for depression and/or anxiety at re-screening are randomised to a CBT informed VIP in addition to treatment as usual (TAU), compared to TAU alone. This VIP intervention has consisted of 10 individual 1 hour sessions, delivered weekly by therapists from the pan London Mind network, and facilitated by Mind in Havering, Barking & Dagenham.

Due to some challenges with the initial screening process last year, our partner UCL was unable to deliver the VIP Trial as intended. The VIP Trial should resume in 2023/24.

We delivered this service across North and East London.



Pause 2 Start

12 people supported

Pause 2 Start is a programme designed in collaboration with our delivery partner Pause, and the service users supported by Pause who have children removed from their care. The programme offers eight sessions. Within these sessions, a safe environment is created should service users want to discuss their journey and feelings of guilt, grief and loss. Other sessions include information and opportunity to discuss, anger, self-esteem, confidence, communication with the aims of providing information to support future resilience to life's adversities. Sessions on self-nurturing such as a cookery workshop and arts and crafts are included to provide an opportunity for feel good activities to be used for future wellbeing.

Feedback from clients has shown value for coming together in a safe space, trying new activities and providing learning to support resilience.

We delivered this service in Barking & Dagenham.

“ I felt that I wouldn't join in but I did and I feel good about that. ”

“ I enjoyed the programme. It was easy to share my views within the group. I was comfortable being with the group. ”

“ I feel that I understood my bodies' response's to emotions better which helps me have more control. ”

Ukrainian Refugee Support Project

92 people supported

Over 2 million people have fled to neighbouring countries including the UK, as the tragedy in the Ukraine continues to unfold.

The new microsite resource on our website provided access to mental health and wellbeing support for Ukrainian refugees, and advice for their hosts on how they can support those affected by the crisis in Ukraine.

We offered information, practical advice, signposting to resources and organisations promoting additional support.

We delivered this service through our website

www.haveringmind.org.uk



Training

We have provided tailored mental health training to organisations, businesses, individuals, charities and schools this year. Our 3 main training programmes delivered have been:

- Mental Health Awareness
- 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 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



Fundraising, Donations and Legacies

Income generated through fundraising, donations and legacies will continue to play an important role in ensuring the sustainability and diversity of our services. Our Corporate and Community Fundraising Strategy includes a focus on increasing our corporate partnership and sponsorship income; and encouraging the amazing individuals and local organisations who continue to support us. We maintain that our fundraising should be carried out in a responsible manner. As such, we will not use fundraising methods that might be considered intrusive or that put pressure on people to donate. We will not share or purchase donor data from third parties.

There were no complaints about our fundraising activities during the year.



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

Donate * Fundraise * Sponsor * Support * Volunteer * Invest * Share

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