



Impact Report 2024/25

“Changing lives in the
heart of our
community”

Haveringmind.org.uk



Your Local Mind - About Us

During 2024/25, we touched the lives of more people than ever before, continuing to provide high quality mental health support to meet growing demand, alongside our community events.

From individual support in our Supported Self Help Service through to group support in our Meaningful Activities Programme and social activities that build confidence; our emphasis is on empowering people to learn to manage their mental health and wellbeing.

We've also been seeking new ways to deliver our support to not only help those who are struggling, but to also provide opportunities for others to stay well.

For example, we've recruited more Infant Feeding volunteers into our support offer and also developed a new Volunteer Programme which offers skills training, learning opportunities, social interaction and a safe space to grow within a safe, warm and welcoming environment.

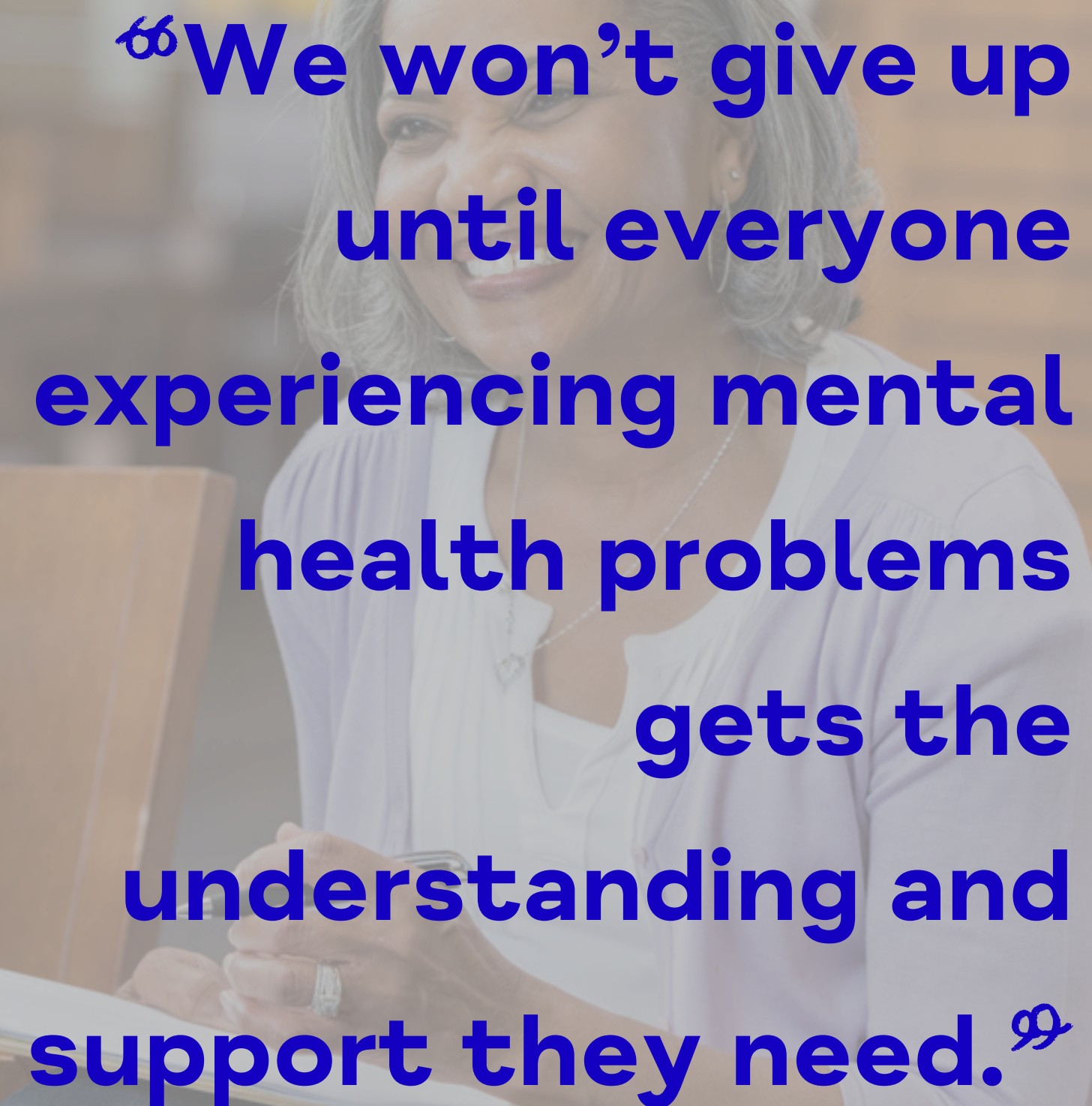
Together with our communities, we offer hope and support for good mental health, so that no one feels alone.

We know that we have a great responsibility in the Boroughs that we serve - to provide advice and support, services, understanding and awareness, to empower anyone experiencing a mental health problem. We will continue to be there for everyone who needs us.

What We Do

- We work with our communities so everyone can understand how to take care of their mental health and get the support they need.
- We work in partnership with local health services, NHS, community organisations and other local Minds to reduce health inequalities.

- We strive to support people of all ages, from young people in schools to older people struggling in isolation.
- We provide services for people with mild to moderate mental health issues, including anxiety, stress and depression as well as those in crisis, who have experienced serious trauma and/or are living with a long term mental health condition.
- We listen, support and advise, pushing for better outcomes for everyone experiencing a mental health issue.
- We work to develop and embed inclusive, accessible projects and support services that meet local needs.
- We do all this by constantly and intentionally enhancing our offering for people impacted by mental health and suicide.
- Our inclusive and empowering mental health support is available free of charge, to residents living in Havering and Barking & Dagenham.
- Not all our services are currently available across both Boroughs, but we are working hard to change this.
- We won't give up until everyone experiencing mental health problems gets the understanding and support they need.



**“We won’t give up
until everyone
experiencing mental
health problems
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understanding and
support they need.”**

Your Local Mind - About Us

A Warm Welcome from Paul, our Chairman

This year, we have continued to find innovative ways to meet the increasing demand for support, and we have touched the lives of more people than ever before through our Services and Events.

A great example of this is the step change we've made in welcoming volunteers in to our work. Our wonderful volunteers are having a significant impact supporting our people across the organisation through our projects and programmes as well as through Christmas Land and Summer Fest – our 2 big annual fundraising events. We are so grateful to them for their commitment and passion.

We continue to put our service users at the heart of everything we do and I'm excited about where this will take us. Without mental health, there is no health.



And, with this in mind, we are addressing health inequalities in relation to wellbeing through all of our projects and initiatives.

I'm delighted that our Ready for Adulthood and Parent Support Group initiatives, have continued to receive funding across both Boroughs. Having support for young people and their parents/carers during times of struggle, can be truly life-changing and can prevent problems escalating in the future.

**A Warm Welcome from Paul,
our Chairman**



**“A big Thank You to our
dedicated staff,
volunteers, Trustees,
donors, supporters and
service users for their
hard work, and
continuing commitment
to Mind in Havering,
Barking & Dagenham
(MindHBD).”**

Christmas Land 2024 welcomed over 30,000 guests across 28 evenings during the Festive Season. Once again, Santa helped nearly 2,000 families make more wonderful memories when they visited his Grotto, and the love shown by all for this Festive and cheery activity was overwhelmingly joyful to see. A huge thank you to every volunteer who helped us to set up, look after guests in December, and take down in January.

It has been a busy, and at times challenging year. We have restructured in order to meet growing demand and an ever changing landscape, offering care and support to members of our communities when they needed it most. The Senior Management Team along with Sarah, CEO, has led with professionalism, passion and good humour; continuing to put people and communities first in everything we do.

A big Thank You to them and to our dedicated staff, volunteers, Trustees, donors, supporters and service users for their hard work, and continuing commitment to Mind in Havering, Barking & Dagenham (MindHBD).

**A Warm Welcome from Paul,
our Chairman**

We Support/ We Partner/ We Make A Difference

4838

4838 people
supported

318

318 Havering
residents supported
by our Statutory
Advocacy Team

27

27 young people
received 1:1 support
through our
Wellbeing Service

547 visits to
multilingual online
support for Ukrainian
families

547

381 people were
supported by our Peer
Support Workers in
their community

381

1127 interventions
providing help
through our
Gateway Service

1127

136 adults attended
our Meaningful
Activities Programme
of activities

136

171

171 supported
through Safe
Connections
Suicide Prevention
(NEL)

618

618 women
supported through
our Maternal Health
Programme

30,000

30,000 people
visited
Christmas Land
2024

47 volunteer
breastfeeding peers
recruited to support
our Maternal Health
Programme

47

8,000+ attended
Summer Fest
2024

8,000+

**We Support/ We Partner/
We Make A Difference**

We Support/ We Partner/ We Make A Difference

202

202 parents and
carers joined our
Parent Support
Groups

335

335 adults joined our
Social Inclusion
Service

107

107 residents joined
our Live A Better Life
Project

334 mums attended
our Mums Matter
Programme

334

216 babies and
toddlers cared for
through Mini Minds
Matter

216

133

133 young people
supported through
Ready for
Adulthood group
sessions

105

105 people
completed our online
Supported Self Help
Programme

23 new dads
benefitted from joining
our Dads In Mind
group

23

440+ Volunteer
hours given to
support our projects
and activities

440+

11 families were
supported
through our Early
Help Service

11

**We Support/ We Partner/
We Make A Difference**

Highlights

“We launched a new Service offering 1:1 Wellbeing Sessions for young people.”

“We were awarded the national Mind Federation Quality Mark.”

“1.2 million social media viewership across a 7 week period in November/ December 2024.”

“We have listened and created a new and ambitious 5 year Strategic Plan 2025 - 2030.”

**We Support/ We Partner/
We Make A Difference**

What Our Clients Have to Say

“Thank you for being an amazing therapist and seeing things in me I couldn't see, helping me become a better person.”



“It's been very helpful, the talks every week have been very helpful and the workbooks have been very useful. Specially the initial workbook. Writing down things together with my wife have been very useful. When you write down you are releasing emotions.”



“Thank you for helping me with my journey to healing, thank you for all the time, effort and hard work you put into me.”



“The support I received from the self-help group from the charity Mind was so thorough, it made me want to be myself.”

“I have found my confidence again due to the support I received.”



“ Having the space to express myself without feeling judged has been incredibly empowering for me. As a neuro diverse mum, it can be really difficult to express myself and even harder to be heard. ”



“ Yes, I would recommend this course to a friend or a family member, the sessions were covered brilliantly and compassionately. ”



“ You’ve really set my mind at rest – thank you. ”

“ I would not have been able to get back out in the community without my peer support worker. ”



“ The sessions have been a lifeline. To gain some advice, perspective and the science behind behaviour has been crucial to us as a family. ”



“ I would tell another young person that it is a brilliant opportunity to feel more confident and be a better person of yourself. ”

What Our Clients Have to Say

Our Financial Performance

“In 2024/25, Mind in Havering, Barking & Dagenham generated an income of £1,574,501, which was an increase of 7% on 2023/24.”

During the same period, our expenditure on direct services was £1,288,737 and £262,170 was spent on generating funds.

Principal Funding

Our principal funders were:

- - National Lottery Fund to fund our Live a Better Life Programme
- - North East London Foundation Trust to fund our Peer Support Workers across both Boroughs
- - London Borough of Havering to fund our Statutory Advocacy Service in Havering
- - London Borough of Barking & Dagenham to fund our Mums Matter, Dads in Mind and Mini Minds Matter Services in Barking & Dagenham
- - Havering Integrated Care Board to fund our Meaningful Activities Project in Havering

We also secured grant and trust funding throughout the year.

Some of our work was funded by grants to provide specific services, for example, the Tudor Trust supported our Gateway Service and the National Lottery Community Fund supported our Live a Better Life Project.

In 2024/25, through our own community fundraising, we raised £350,913 to help continue our priority services.

This was a significant achievement in a particularly challenging and increasingly competitive fundraising environment for charities. Fundraising helps us to reach more people, and our 2 large scale events each year help us achieve that.



Our Financial Performance

Our Fundraising Activities

During 2024/25 our fundraising activities made a significant contribution to our over all income and service delivery.

We raised £350,913 through community and corporate fundraising activities during the 12 months. Our spectacular Christmas Land attraction and Summer Festival were again huge successes with the local community and visitors from far and wide.

Income generated through fundraising, donations and legacies continues to play an important role in ensuring the sustainability and diversity of our services. A huge thank you to all of our community and corporate fundraisers, individuals, groups of friends and companies who have chosen to highlight mental health and wellbeing and support our work through their fundraising efforts.

The Difference Between Local Mind & National Mind

We are an independent charity, led by our own Board of Trustees and raise our own funds. We are also affiliated to Mind nationally, but do not receive any funding from them.

This means that we meet high quality standards, have the benefits of the experiences and knowledge of a wide network of Mind associations but are able to work locally, to meet local needs.

There are around 100 local Minds in communities across England and Wales. Each local Mind is unique; we're independent charities run by local people who understand the needs of our community and tailor our services to match.

If you fundraise for Mind in Havering, Barking & Dagenham or a local Mind, the money raised is spent locally to support local people through services tailored to meet local need.

If you fundraise for or leave a legacy in your Will to National Mind, the money raised will be received and spent nationally to further the work of Mind across England and Wales, not locally.

Nationally, Mind campaigns to raise awareness, promote understanding and campaign for change, and is also the first point of call for information and advice.

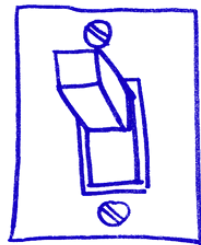


Our Financial Performance

Looking Forward

“Our key goals for 2025/26 are to continue to put people first and build on our organisational excellence”

We Will



Make sure that people know about our services and that support is available to them and people that they know, when they need it.

Support people likely to develop mental health problems to stay well.



“I’m less isolated. I have options. I know that I’m understood because everyone’s in the same boat. I can be with people without having to explain myself.”

-Peer Support Group Member

Empower service users to make informed choices about how they live and recover, and enable them to participate fully in society.



Offer and develop high quality, flexible mental health support through a range of channels including face to face and digital.

Continue to grow our strong, dedicated team and make the most of our assets and resources by building a culture of excellence.



Maintain serving people who reach out to us equally and without judgement; never defining people by a mental health diagnosis.

The Last Word From Sarah, Our CEO

**“Huge & Heartfelt Thanks to everyone involved
in our mission today and moving forward!”**

Our new Corporate and Community Fundraising Strategy will include a focus on further developing and stewarding more local partnerships and relationships. Moving forward, our aim is to encourage more amazing individuals and organisations to work with us in fun and different ways to support our work.

Our volunteers are truly wonderful. The number of hours donated to MindHBD is incredible and we are so grateful to each and every volunteer supporting us. Our commitment to the continued growth of our new Volunteer Programme will continue under the guidance of our newly appointed Volunteer Programme Co-ordinator.

During 2024/25 we delivered 16 different projects and services across both Boroughs, and we have continued to enjoy mutually respectful and valued partnerships and contracts too.

The impact and outcomes of the work our dedicated colleagues deliver each and every day is so pleasing to see, and to share with our Trustees, Commissioners and Funders on a regular basis.

I am so grateful to be working with an extraordinary group of people, an amazing and talented team of staff. A huge thank to everyone for working side by side with each other and our services users, to help people to stay well and live better. I am so pleased with how well received our commitment to staff individual and group Well Being Days are by colleagues. These days are so well deserved by every colleague as our communities continue to face uncertain times, which in turn is causing a lot of worry and stress impacting on the mental health of our people, their families and their friends.



“To anyone who is having a tough time, we’re here for you. We’re committed to doing everything we can, to help everyone find ways to get through and stay well. If you or someone you know is struggling, we are here to help.”

Call: 01708 457040

Email: reach.us@haveringmind.org.uk

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

Donate - Fundraise - Sponsor - Support - Volunteer - Invest - Share

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