mind Havering, Barking and Dagenham

Impact Report 2025-26

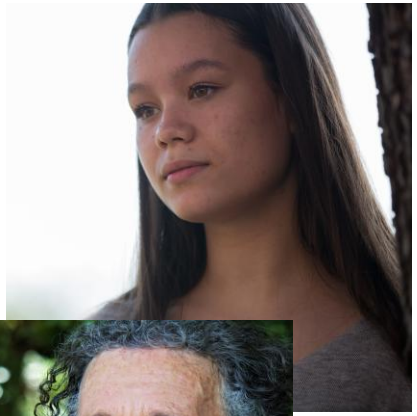
“Changing lives in the heart of our community.”

haveringmind.org.uk











Your Local Mind - About Us

During 2025/26, we continued to provide high quality mental health support to meet growing demand. Alongside our community events, we reached out to and touched the lives of more people than ever before.

From individual support in our Young Persons Wellbeing Sessions through to group support in our Social Inclusion Programme and social activities that build confidence and connection, our emphasis has been on supporting and empowering each person to learn ways to manage their wellbeing and mental health. 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 continued to develop our newly established Volunteer Programme which offers skills training, learning opportunities, social interaction and a space to grow within a safe, warm and welcoming environment. Our volunteers have added so much value to so many different strands of our work and we are extremely grateful to each of them for joining our happy team.

We will continue to be there for everyone who needs us. 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. But we also know that together with our communities, we can offer hope and support for good mental health, so that no one feels alone.



What We Do

- We strive to support people of all ages, from young people in schools to older people struggling in isolation.
- Our inclusive and person-centred mental health support is available **free of charge**, to residents living in Havering and Barking & Dagenham.
- 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.
- 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 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.
- 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.



I really wish the sessions went on for a few more weeks – the community is lovely to be a part of.

A Warm Welcome from our Chairman

We have continued to find innovative ways to meet the increasingly complex demand for support and much needed funds, and as a result of these endeavours, we have touched the lives of more people than ever before through our Services and Community Events.

We always put our service users at the heart of everything we do and I'm delighted to know just how many residents across both Boroughs we have supported this year. I truly believe that without mental health, there is no health; and the Team at Mind in Havering, Barking & Dagenham are committed to addressing the health inequalities that continue to affect so many in our local area. Wellbeing, strategies and mechanisms to help people stay well run through all of our projects and initiatives.

This year, we successfully completed our assessment and have been awarded the national Mind Federation Quality Mark once again. I'm proud to say that we were nominated for the national Finance & Fundraising Award and were presented with this accolade at a ceremony in Birmingham.

We have had an extremely busy year across all of our work, and alongside the fundraising team, we've welcomed even more volunteers. Our wonderful volunteers are having a significant impact supporting Christmas Land and Summer Fest – our 2 big annual fundraising events. They also provide hands on support to our colleagues across the organisation through our projects and activities, and we are so grateful to them for their passion and outstanding commitment.

"Changing lives in the heart of the community."

I'm delighted that our Mums Matter & Mini Minds Matter Programme and Statutory Advocacy Service have continued to receive funding in the Boroughs. Having the right support at the right time from caring people, is so well received by so many residents during times of struggle. Our support can be completely life-changing and can prevent problems escalating in the future.

Christmas Land 2025 welcomed over 32,000 guests and BBC Evening News, who broadcast live from Christmas Land during one of our 30 evenings of festive fun. This was an exciting opportunity for Mind in Havering, Barking & Dagenham to really showcase our fantastic event, our wonderful volunteers and the absolute joy that Christmas Land brings to so many families each year. Once again, Santa helped around 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 another busy and challenging year and we have restructured in order to meet growing demand and an ever changing landscape. We welcomed 2 new Trustees to the Board who feel as passionately as I do about offering care and support to the most vulnerable members of our communities. Sarah our CEO and her Senior Management Team continue to put our people – the staff team - and the communities we serve first, and they have led with dedication, professionalism and good humour. A big Thank You to them and to all our wonderful staff, volunteers, Trustees, corporate donors, fundraisers and supporters for their hard work and encouragement for our vision at Mind in Havering, Barking & Dagenham (MindHBD).

We're here to make sure that no one has to face a mental health problem alone.

Chairman of Mind in Havering, Barking & Dagenham

"Join the fight for better mental health for all."

The difference between local Mind and 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.

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 80 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 Mind, the money raised will be received and spent nationally to further the work of Mind across England and Wales.

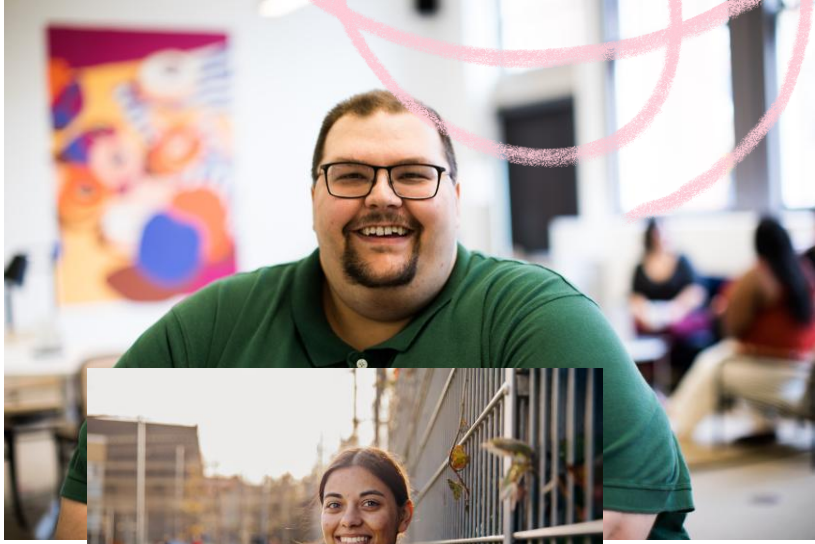
Nationally, Mind campaigns to raise awareness, promote understanding and campaign for change, and is also the first point of call for information and advice.

Please support your local Mind, Mind in Havering, Barking & Dagenham.



We support. We partner. We make a difference.

Some of our Achievements during 2025 – 26







4,368 people were provided with direct support across all of our Services

404 people were reached through our multi lingual online support for Ukrainian families and their hosts

341 Havering residents were supported by our Advocacy Team

289 people were directly helped by our Peer Support Workers in their community

1224 interventions of help and support were provided through our Gateway Service



7 volunteer breastfeeding peers were recruited to support our Maternal Health Programme

124 young people were supported through our Ready for Adulthood group sessions
***service ended January 2026*

171 women were supported through our Maternal Health Programme Co-ordinator

266 babies and toddlers were cared for through our Mini Minds Matter creche

143 parents and carers joined our Parent Support Groups
***service ended January 2026*

234 people were supported through our partnership work on the Safe Connections Suicide Prevention Programme across North East London

307 mums attended our Mums Matter Programme and their babies joined our Mini Minds Matter crèche
***service ended in LBH in December 2025*

295 adults joined our Social Inclusion Service
***service ended in January 2026*

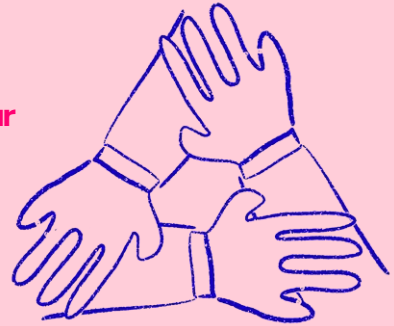
116 people completed our online Supported Self Help Programme

56 new dads benefitted from joining our Dads In Mind group ***service ended in January 2026*

1266+ volunteering hours given to support our Projects and activities

92 adults attended our Meaningful Activities Programme of activities ***service ended January 2026*

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



19 people received support from our Armed Forces Community Project

48 people benefitted from our Counselling Service

36 people were supported through our Homeless Health Peer Advocacy Support Service ***service commenced December 2025*

120 local residents attended sessions delivered by MindHBD as part of the Havering Living Well Service ***service commenced in February 2026*

32,000+ people visited Christmas Land 2025

6,000+ people came to Summer Fest 2025 Weekend

Our Highlights

Our staff promoted better mental health and MindHBD Services across both Boroughs, by attending **77** outreach Community Events

We launched a **new** Homeless Health Peer Advocacy Support Service in Barking & Dagenham

We collaborated with Tapestry UK as a lead **partner** to deliver the Havering Borough Living Well Service

1.5m social media viewership for Christmas Land across November/December 2025

BBC Evening News filmed live on location at Christmas Land on 9th December 2025

85+ volunteers kindly donated thousands of hours during November, December and January to make Christmas Land magical

Summer Fest 2025 social media coverage reached **1.1m** unique accounts

What Our Clients Have To Say

"Ah bless ya! thank you so much - I would like to think that my improvements have been as a result, in no small part, supported by you, Dr Ross and CGLs."

"I can't thank you enough for getting me a space at the Christmas lunch at French's Café. It brought tears to my eyes and everyone there was so lovely. I'd have been happy with just a sandwich, but they pulled out all the stops. I even made some friends, and it was the best time I had in a long time, and Sinead was a breath of fresh air."

"Because it has helped me to find myself again and it's been a happy find. Job well done to you. Your warm, your compassion, your empathy, your understanding and patience with me even when I didn't read the workbooks."

"It has helped me to be a stronger person and I hoping now to get a job and go on in life with a better mindset."

"Given me a new lease of life at my age. Thank you for going far and beyond."



“Time goes so fast here because everyone is in the same boat and when we all attend, there is a big light at the end of the tunnel.”

“I have felt so comfortable around everyone thank you for everything you do it really does make a difference to my wellbeing and everyone who comes here.”

“I am grateful to have a place to breastfeed my daughter where I don’t feel rushed - I am away from her for a few hours when I’m at Mums Matter so to have this group straight after I finish is perfect for me and her.”

“It gives me hope that you have experienced a similar difficulty but been successful and achieved so much to be in the role you are; I feel you can truly show me empathy.”

"I remembered what you said to me, and I told my husband it's stressing me out when he criticizes me... He actually apologised, which was nice. So, thank you for talking to me about communication."

“Talking therapies in the past hasn’t worked for me. This is the first time that I have been able to express myself properly and be heard and be really understood. You have a very calming aura in yourself. I am becoming a better parent since I started this therapy. The workbooks have been very helpful specially the boundaries and the assertiveness one. Thank you very much, I really appreciate your support.”



Our Financial Performance

In 2025/26, Mind in Havering, Barking & Dagenham generated an income of £1,574,501, which was an increase of 7% on 2024/25.

During the same period, our expenditure on direct services was £1,349,254 and £231,170 was spent on generating funds.

Some of our principal funders were:
- City Bridge Trust
- North East London Foundation Trust
- London Borough of Havering
- London Borough of Barking & Dagenham
- Havering Integrated Care Board
- Armed Forces Covenant Fund

In 2025/26, 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 Fundraising Activities

During 2025/26 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 was again a huge success with the local community and visitors from far and wide.

Income generated through fundraising, donations and corporate sponsorship 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.



Looking Forward

Our key goals for 2026/27 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
- 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



I’m less isolated. I have options. I know that I’m understood tacitly because everyone’s in the same boat. I can be with people without having to explain myself or justify why I’m there.

The Last Word from Sarah, our CEO

“A massive thank you to all our partners who have worked with us in 2025/26.”

We have so many people to thank for their kindness, generosity of time, effort and funds and for the ever present encouragement. It really does mean a lot to all of us at Mind in Havering, Barking & Dagenham.

We have worked towards raising our profile over the last 12 months and we have achieved this through harnessing social media and digital channels to reach more people and get our message of hope out there. We know that we still have much to do, and we are excited about what the future holds for our organisation and the people we serve. We have had many fantastic individuals and groups doing amazing fundraising activities and challenges to raise money to support us, and our Corporate and Community Fundraising Strategy has the potential to expand our MindHBD family, by inviting even more local businesses and groups to join our mission for better mental health for all. Our aim is to encourage more amazing people and organisations or groups to have fun with fundraising and to work with us in different ways to support their local community.

Our commitment to all our volunteers through our Volunteer Programme continues to be well received. Our volunteers are truly wonderful, and the number of hours donated to MindHBD is incredible. We are so grateful to each and every volunteer supporting us.



During 2025/26 we delivered 17 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.

A huge thank to my colleagues for working side by side with each other and our service 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 Wellbeing Days are by colleagues. These days are so well deserved by every colleague as our communities continue to face uncertain times, which in turn can create a level of worry and stress, sometimes impacting on the mental health of our people, their families and their friends.

I am so grateful to be working with a truly extraordinary group of people, an amazing and talented team of staff.

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 us on 01708 457040 or email reach.us@haveringmind.org.uk

Sarah Balser – CEO Mind in Havering, Barking & Dagenham



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mind Havering, Barking and Dagenham

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

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