



# Impact Report 2018



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Hertfordshire  
Network

# Welcome

## Our impact and what we achieved in 2017-18

Hertfordshire Mind Network's aim is to create opportunities for individuals experiencing mental ill health to make choices, find solutions, build resilience and manage their whole life.

We work alongside our clients to find new pathways while always sustaining hope.

The last year has seen a rising awareness in mental wellbeing and people being able to talk about their issues and seeking help if they need it.

This year we have reached more people than ever who have asked for our support.

We are a substantial provider of mental health support in Hertfordshire but remain committed to our core values, which puts individuals at the heart of all we do.

This report aims to show the importance of the work we do throughout the County and the impact we are having on people's lives.

We believe our services are more vital than ever. We are proud of what we have achieved, our wealth of experience and our commitment.

We have spent a great deal of time investing in our future and long term sustainability.

We have worked hard on improving our staff wellbeing and developing our client engagement by creating a service improvers network. Early days and there is always further work to be done. We are continuing to develop our strategy and business plan for the future.

We have invested in our financial support. We will seek to continue our growth and influence but never at the expense of our core values.

As always we take this opportunity to thank the dedication and commitment of our funders, partners, trustees, staff, volunteers and clients.



**Fran Deschampsneuf  
(Chair)**



**Julie Nicholson  
(Chief Executive)**



# Who we are

## Hertfordshire Mind Network

We deliver essential mental health support in Hertfordshire, providing a diverse range of services from our seven Wellbeing Centres. We also provide support from our Green Minds Horticultural Centre and other venues across all ten districts of the county.

Funded locally, our services are available to all residents in Hertfordshire over the age of 18 and we offer dedicated services for 15-18 year olds.

Our aim is to create opportunities for individuals experiencing mental ill health to make choices, find their solutions, build resilience and manage their whole life and wellbeing. All our services are based on the principle of self-help with a strong emphasis on prevention, personal development, self-management and improving health and wellbeing.

We work with people, providing opportunities for individuals to access support to enable them to recover from or live with mental ill health.

Our services are grouped in the following areas:

- » Complex needs and crisis intervention
- » Employment support services and training
- » Social enterprise
- » Health and wellbeing
- » Peer support

## Our mission and values

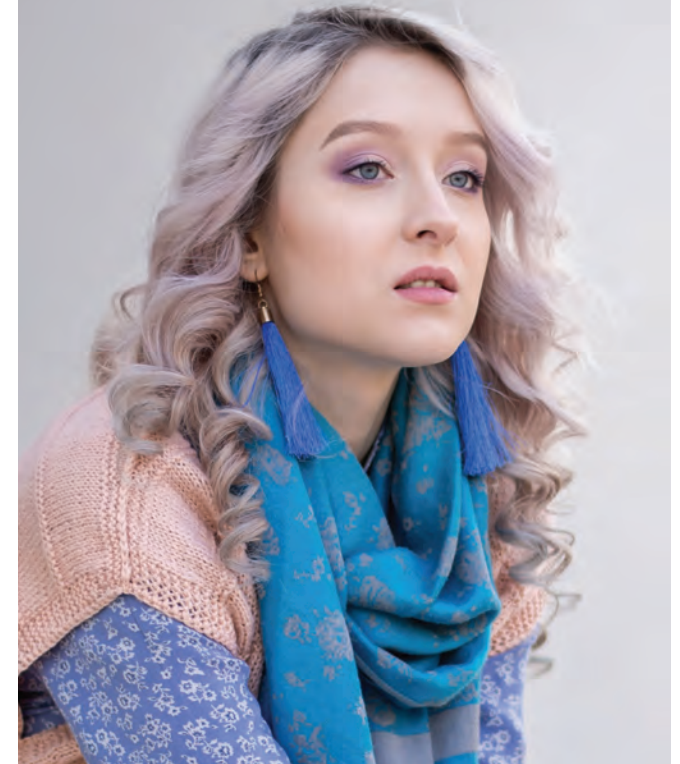
To create opportunities for individuals experiencing mental ill health to make choices, find their own solutions, build resilience and manage their whole life and wellbeing.

- ✓ Hope
- ✓ Empathy
- ✓ Respect
- ✓ Integrity
- ✓ Excellence

## Our vision

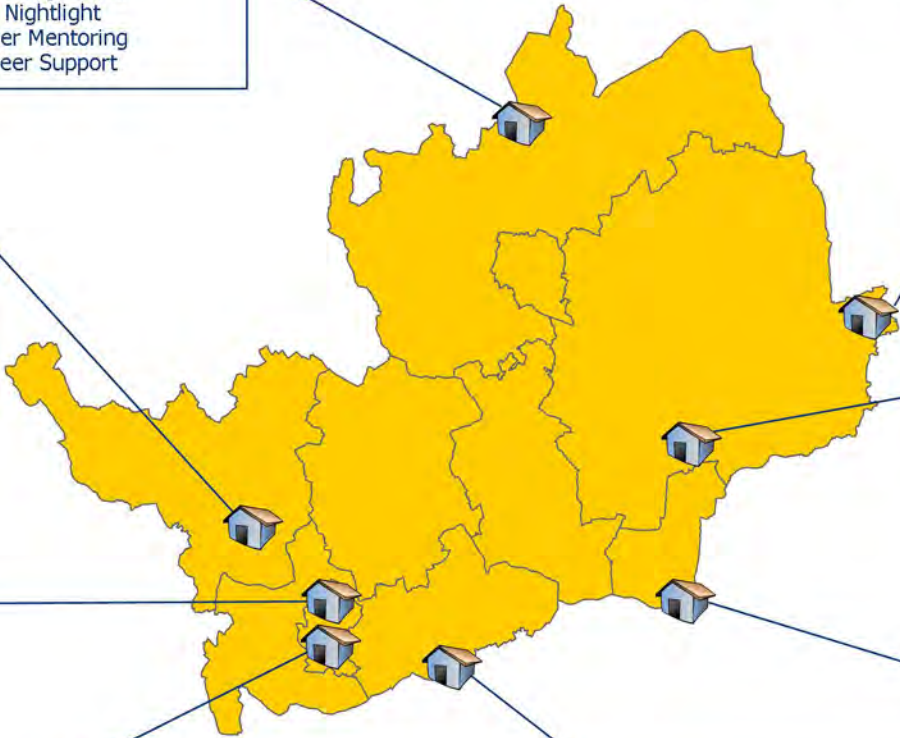
We will not give up until everyone experiencing a mental health problem in Hertfordshire gets both support and respect.

**“I was going through a mental health crisis, and I think without the support of my Peer Mentor I would have ended up back in hospital.”**



# Our services by area

We provide services from our Wellbeing Centres, Green Minds Horticultural Centre and other outreach locations.



### Dacorum

- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Complex Needs Service
- Counselling
- Employment Support Service
- Grounds Maintenance Service
- HAFSL
- Hertswise
- Meeting Places
- Nightlight (incl Beds)
- Peer Mentoring
- Peer Support
- Self Supporting groups
- Workshop in Mind

### Letchworth

- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Complex Needs Service
- Counselling
- Employment Support Service
- HAFSL
- Hertswise
- Meeting Places
- Nightlight
- Peer Mentoring
- Peer Support

### Bishop's Stortford

- Art Group
- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Complex Needs Service
- Counselling
- Employment Support Service
- HAFSL
- Hertswise
- Meeting Places
- Nightlight
- Peer Mentoring
- Peer Support

### Watford & 3 Rivers

- Art
- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Carers Group
- Community Support Service
- Complex Needs Service
- Counselling
- Domestic Abuse Service
- Employment Support Service
- Grounds Maintenance Service
- Green Minds
- HAFSL
- Hertswise
- HPFT Peer Support Service
- Memory Support Groups
- Nightlight
- Peer Mentoring
- Peer Support
- Workshop in Mind
- Yoga

### Ware

- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Complex Needs Service
- Counselling
- Employment Support Service
- HAFSL
- Hertswise
- Meeting Places
- Nightlight
- Peer Mentoring
- Peer Support
- Speakeasy

### Green Minds Horticultural Centre

Green Minds is a horticultural, therapy & training centre offering eco-therapy, volunteering & employment opportunities.

Activities include: growing plants & vegetables; harvesting; general garden maintenance; creating hanging baskets and plant displays; designing and producing crafts and upcycling.

### Borehamwood

- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Community Support Service
- Complex Needs Service
- Counselling
- Employment Support Service
- HAFSL
- Hertswise
- Nightlight
- Peer Mentoring
- Peer Support
- Workshop in Mind

### Waltham Cross

- Active Herts
- Broxbourne Better Futures
- Building Better Opportunities – Herts Youth Futures
- Building Better Opportunities – Strive in Hertfordshire
- Complex Needs Service
- Counselling
- Employment Support Service
- HAFSL
- HPFT Peer Support Service
- Meeting Places
- Peer Mentoring
- Peer Support
- Speakeasy



**“My worker had given me some really great techniques to cope with general every day stress and with my suicidal thoughts.”**

## **Speakeasy**

Speakeasy is a Peer Mentoring service providing crisis support to men between the ages of 18-65 who have been identified as at high risk of suicide.

Peer Mentors have lived experience of mental health conditions, or experience of caring for someone with a mental health condition.

Peer Mentors work with each person to provide individually tailored, solution-focused support that meets their needs.



# Our year in numbers

We have provided support and services through our Wellbeing Centres, Green Minds Horticultural Centre and other outreach locations

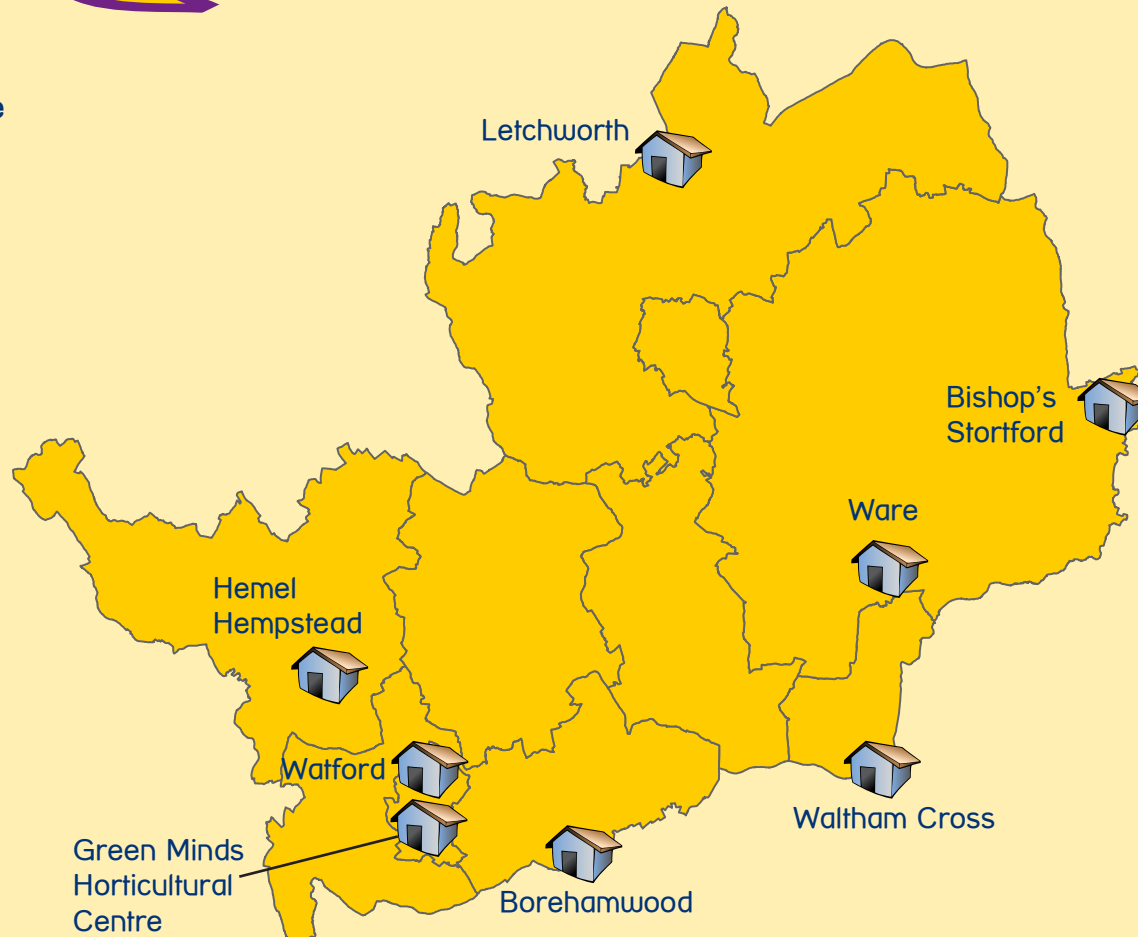
We have engaged with  
**7,917**  
adults and young people during the year



**3,910**  
adults



**4,007**  
young people



**15,389**  
calls



**15,190**

One-to-One Support Sessions



**1,181**

Meeting Places and Groups



**7,919**

Attendees at Meeting Places and Groups Sessions



**“My worker was so supportive. I’ve come a long way, I feel better and will improve everyday from the support and knowledge. This service saved my life.”**

## **Community Support Service**

The Community Support Service provides advice, information, onward referral and holistic support to people who are experiencing mental ill-health or need help with their mental wellbeing.

We work alongside each person to develop an individually tailored package of support that meets their needs, working with them to find the solutions that are right for them.

Our high quality service is flexible and will help people to resolve real-life difficulties and to improve their independence, quality of life and wellbeing.





# Adults





**“The stress of my workplace, the relentless pressure, the untrustworthy colleagues and uncompassionate boss, the gruelling commute, the long hours – it all became too much. I was too proud to seek help until I lost it all – my job and my health. The staff at Mind helped to restore me and make me stronger than I was before. I cannot thank them enough.”**

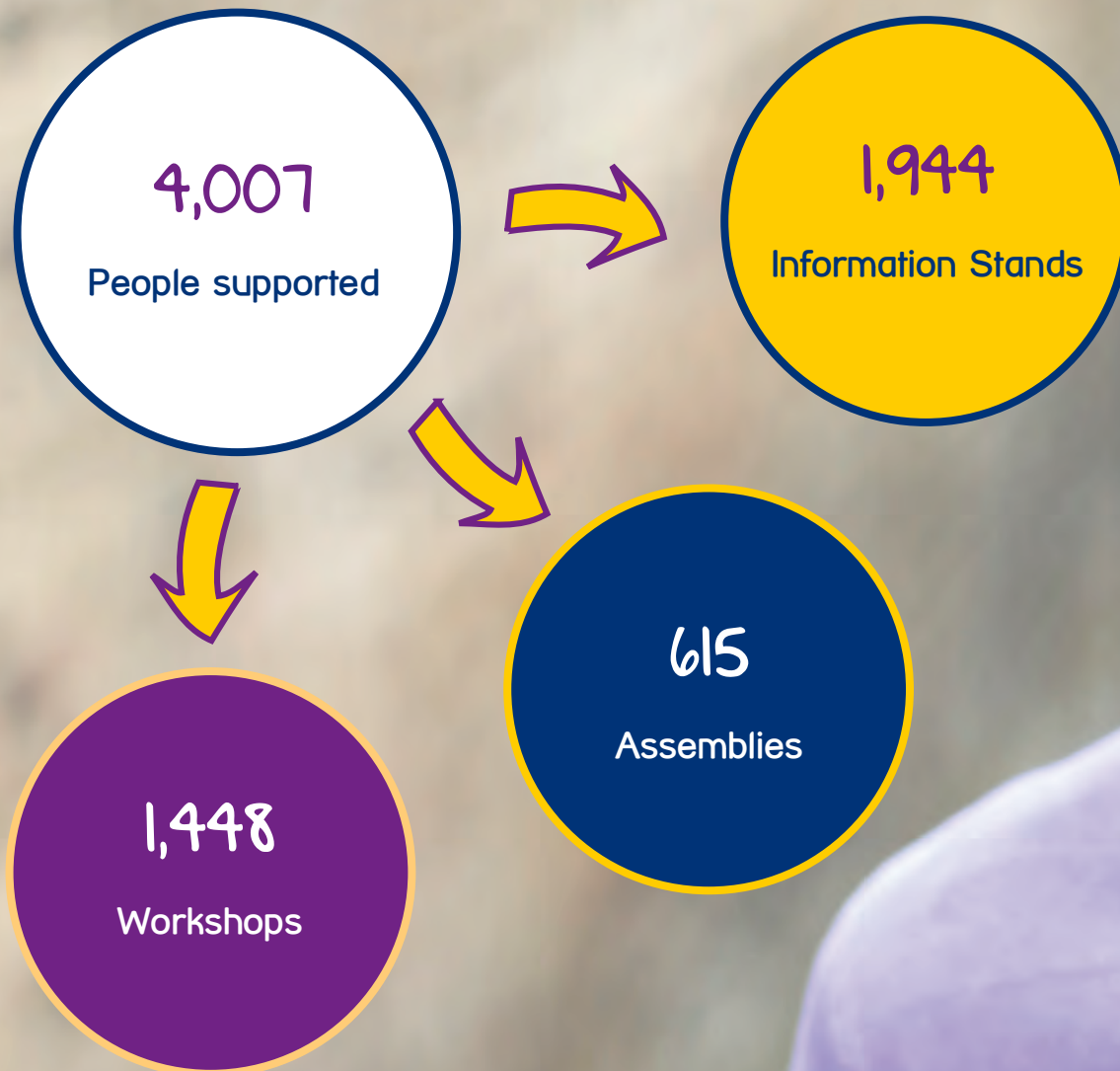
### **Employment Support Service**

The Employment Support Service uses the Individual Placement and Support Model; the most successful method of supporting people in gaining and retaining employment. We also support individuals to identify and access volunteering, work training or educational opportunities that will support their pathway into employment in the future.






# Children and Young People







**“It has given me structure and helped me find a path. This has helped my confidence and given me motivation.”**

### **Herts Youth Futures**

The Herts Youth Futures project provides one-to-one mentoring support for individuals facing barriers to employment. This BBO (Building Better Opportunities) project is in partnership with Hertfordshire County Council and is funded by the National Lottery Community Fund and European Social Fund whom have invested £1.1 million to aid young people into supported and sustained work and education.



# Volunteering

123

Volunteers

9,000+

Volunteering  
hours

Volunteering is a great way to get involved with and support us. Around 200 people give their time to us each year and this time is worth tens of thousands of pounds. More importantly, our volunteers change lives. Our volunteers support us in a range of ways, including Board members, experienced counsellors, supporting our groups and courses, office administration, fundraising and tutors. All are equally important to us and we simply wouldn't be able to provide all the services we do without their help.

**'Volunteering at HMN gave me self belief and helped me grow as a person. I wanted to give something back'**





# NightLight Crisis Service

335

Visits

3416

Callers

145

Overnight stays

**81%** of respondents felt better able to cope with their crisis after accessing NightLight.

**100%** of respondents felt they were given choice and control about their support whilst accessing NightLight.

**76%** of respondents said they would have accessed emergency services if they had not been able to access NightLight.

**95%** of respondents said their wellbeing improved as a result of having somebody to talk to through NightLight

**“NightLight are epic and always helpful. Today they helped to identify the root cause of my crisis.”**

Figures: April 2018 to February 2019.





“It’s the highlight of my week, talking to you. I don’t go out much since I was ill and the girls [carers] aren’t much good at conversation. You always talk about such interesting things. It always seems like ages in between your visits. I miss you.”

## Hertswise

Hertswise is a service for people living with dementia (with or without a diagnosis), low level memory loss or mild cognitive impairment and their family, friends and carers. It is provided by a partnership of 9 community and voluntary organisations. Hertswise aims to ensure that people of all ages, living in Hertfordshire can access information and advice, activities and support.





# Our Training Social Enterprise

We have extensive experience within the field of mental health training and are recognised as a leading provider of mental health-related training in Hertfordshire.

We develop and deliver high quality training services to voluntary, statutory and private sector organisations locally (and nationally) with a focus on mental health and wellbeing.

Below is feedback from one organisation who have received mental health-related training sessions from Hertfordshire Mind Network:

*"Some of our Partners/ staff find work and outside work a challenge so we were looking for ways that could best support them at John Lewis Watford.*



*The taster session that Hertfordshire Mind Network ran for us on Mindfulness was very well received. We also encouraged Partners to join in that had an interest in finding out more. The small groups found the sessions informative and learnt ways to relax and slow their thoughts down to a more peaceful state away from the stresses of the day. They all left with an understanding of how regular practice could improve their own wellbeing."*

**John Lewis**



# Our Fundraising

On behalf of Hertfordshire Mind Network and the people who use our services, a sincere and heartfelt thank you to each and every one of our supporters.

Here are just a few of the wonderful fundraising stories from this year.

## Plowman Craven

A team from Plowman Craven took part in the prestigious Property Regatta sailing event and managed to finish in first place! We really appreciate the support from Plowman Craven and their donation of **£955** will help us to reach out to more people in the county through our services.

## Chorleywood Golf Club

We would like to say a big thank you to Chorleywood Golf Club for raising a whopping **£311** for our charity, through a raffle organised by the Ladies Captain, Maggie Parry.

Chorleywood Golf Club have asked that the money raised will go towards our Counselling for Young Adults appeal.

## CAE

Gemma Flemming and team raised an amazing **£1,070** for our services through fundraising activities in their workplace.

## The Rising Sun (Halls Green)

We would like to thank the Rising Sun in Halls Green for making us their chosen charity for this year's Rising Sun Beer/Music Festival, held recently, raising a fantastic **£1,333.16!**

We would like to thank Natalie Chappenden (Landlady), Nigel Brown (Landlord), Elle Robin (Front of House) and Darren Edwards (Local) for their great efforts in their fundraising activities - and to the patrons of The Rising Sun.

## Tracy Derry

We would like to congratulate Tracy Derry for completing the Milton Keynes Half Marathon and to say a BIG thank you for raising **£325** for our Green Minds project.

## All Saints' Church in South Oxhey

We would like to thank the congregation of All Saints' Church in South Oxhey, who have raised a fantastic **£322.81** for Hertfordshire Mind Network.

We were one of their nominated good causes and they have held fundraising events throughout the year.

We are really grateful for this kind of support as fundraising on our behalf makes such a huge difference to our organisation and helps us to reach more people in our communities.

*Thank  
You*



# Our strategy

We launched our new strategy this year (2018 - 2021)

It outlines our vision of ensuring that everyone experiencing a mental health problem in Hertfordshire gets both support and respect. We have identified five priority areas to help us achieve this:

## Our organisation and services

We will grow and enhance our provision, enabling us to support even more people in Hertfordshire who are experiencing mental ill health. In particular we would like to expand our provision in the following areas:

- » Wellbeing services
- » Children and Young People
- » Access to 24/7 support
- » Services for older people
- » Expand our training social enterprise
- » Develop our support for people with long term conditions.

## Our growth and sustainability

We will use our resources, experience, expertise and network to give us the best possible opportunities of securing new contracts and retaining current business. We will identify new opportunities and create innovative service solutions to address them.

## Our clients

We will work alongside the individuals accessing our services to promote recovery, hope and choices for people experiencing mental ill health and emotional distress. We will promote awareness of mental health and seek to reduce the isolation of people experiencing mental distress, combatting stigma and discrimination.

## Our people

We will recruit, train and support the right calibre of people for the right roles. We will support staff and volunteers to work with confidence, show initiative and offer suggestions for improvements and new services.

## Our brand

We will maximise the publicity opportunities afforded by the national Mind brand, but ensure a strong sense of local identity. We will promote our activities, impact and achievements to local audiences including clients, carers, staff, key stakeholders and the general public.

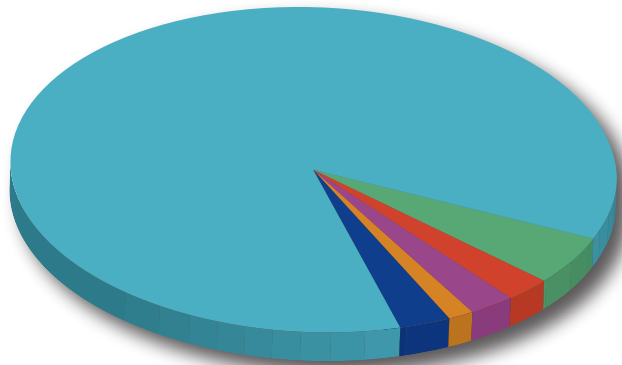
We will be working in partnership with our staff team, board, volunteers, our clients, stakeholders and the local communities in which

we work to help us to achieve our goals for 2018-2021.



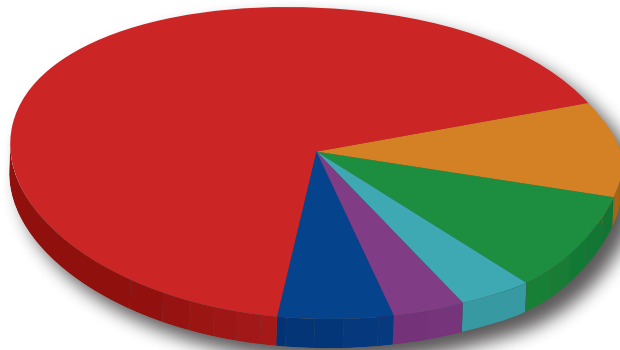
# Our Finances

**Income**  
(£2,302,283)



- Grant income (£1,977,304)
- Social enterprise (£113,027)
- Rental income (£50,105)
- Counselling and training fees (£50,263)
- Donations (£30,584)
- Other (£50,899)

**Expenditure**  
(£2,338,975)



- Staff costs (£1,544,895)
- Premises (£245,062)
- Facilitators and sub contractors (£213,465)
- Legal and Professional (£104,688)
- Communications and IT (£99,701)
- Other (£130,164)



**“Thank you so much Nightlight, keep your light burning”**



# Thank You!

Hertfordshire Mind Network is always grateful for the kind donations from our supporters which help fund our services. Quite simply, we would not exist without the significant financial contributions provided by our supporters.

The challenges we face over the coming years as a local charity helping local people means that situation is unlikely to change for the foreseeable future.

If it weren't for you, then thousands of people across Hertfordshire would face the prospect of dealing with their mental ill health alone.

On behalf of Hertfordshire Mind Network and the people who use our services, a sincere and heartfelt thank you to each and every one of our supporters.

Affinity Water  
Altro  
Ascend  
Asda (Watford)  
Asda Foundation  
Berkamstead Rotary Club  
Birchwood High School  
BREEAM  
Broxbourne Borough Council  
Broxbourne Citizens Advice  
CAE  
CHEXS  
Chorleywood Golf Club  
Clarion Housing  
Coop  
Dacorum Borough Council  
East & North Herts CCG  
East Herts Council  
Gade Valley Harriers  
Gannett Foundation  
Goffs Churchgate Academy

Goffs Oak  
GSK  
Harpenden Round Table  
Hertfordshire Adult Family Learning  
Services (HAFLS)  
Hertfordshire County Council  
Hertfordshire Partnership University NHS  
Foundation Trust (HPFT)  
Herts Young Homeless  
Hertsmere Borough Council  
Herts Valleys CCG  
HF Holidays  
Hightown Housing  
Home Group  
Homebase  
Interserve  
John Lewis  
Kier Construction  
Leggatts Warblers  
Letchworth Garden City Heritage Foundation  
Little Bushey Surgery

Marks and Spencers (Bishops Stortford)  
Marks and Spencers (Cheshunt)  
Martin Ling  
Mind  
Mind in Mid Herts  
Myers Clark  
Plowman Craven  
Plywood Club of London  
PSV Transport Services Ltd  
Stanley Foundation  
Swarco  
The Rising Sun  
The Three Crowns (Bushey Heath)  
Three Rivers District Council  
Thrive Homes  
Turning Point  
VPS  
Wates  
Watford Borough Council  
Watford Community Housing Trust  
Yavneh College

Thanks also to our Board Members and all our volunteers, who give their time and expertise to us throughout the year.



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@GreenMindsHorticulturalCentre



@HertsMind



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Hertfordshire  
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