



Impact Report 2019

Welcome

Our impact and what we achieved in 2018-19

We hope you enjoy reading our Impact Report, which aims to show the needs of our clients, the importance of the work we do throughout Hertfordshire and the difference we are making to our clients' lives.

As always, all we have achieved over the year has been based on our mission - to create opportunities for individuals to make choices, find their own solutions, build resilience and manage their whole life and wellbeing. Our values of hope, respect, empathy, integrity and excellence are always at the heart of all our plans. We know our mental health is as important as our physical health and so health promotion, early intervention and clear pathways of support are key to what we do - and demonstrated with our new Primary Care Network service, based in GP surgeries.

Prevention has taken a leading role in our strategy and our work with Young People has emphasised the need to act early by making our services more accessible. Our work with children and families will continue to be a priority over the coming year with some exciting new initiatives ahead.

The year has been marked by much division politically. Awareness of the importance of mental health has been raised but funding for service delivery has, as always, been challenging.

Despite the challenges, this has been another

momentous year for supporting our clients across Hertfordshire with their wellbeing. We have continued to be a crucial support for so many people with our diverse and varied services, increasing their wellbeing and changing lives for the better. We are especially proud of our development of crisis services which are crucial for so many people. Our partnership with HCC has continued to thrive over the past year with particular success in our BBO service and with Three Rivers Council - the celebrated Community Support and Domestic Abuse services being prime examples of joint working. Hertswise has demonstrated the need for us to develop our work with Carers who tell us how much they value space and time for themselves.

With a long history of Service User involvement, we have placed engagement and co-production at the heart of all we do and this will continue to be an important part of our strategy for the future.

As we approach our 50th year, we recognise what a strong reputation we have built for our services. We have the potential to achieve even more during the year ahead. We will continue to promote positive wellbeing across Hertfordshire and raise awareness of the issues our clients face and the impact they have on their lives. We will look at gaps in our provision and explore new ways to maximise our potential. We will

continue to work with our partners and seek new opportunities. We will strive to maintain the high quality of our services and work to improve it.

We would like to take this opportunity to say an enormous thank you to everyone who has supported our work throughout the year. This includes our clients, our dedicated and experienced staff, our volunteers and our trustees - thank you for all your hard work and commitment. We also wish to thank our partners and funders and all the organisations that have supported us throughout the year. Without you we would not have achieved all we have. With your continued help we will carry on supporting our clients across Hertfordshire for as long as our work is needed, ensuring that nobody has to face mental ill health alone.



Fran Deschampsneuf
(Chair)

A handwritten signature in black ink, appearing to read 'Fran Deschampsneuf'.



Julie Nicholson
(Chief Executive)

A handwritten signature in black ink, appearing to read 'Julie Nicholson'.

Who we are

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 feel strong enough to cope now”

Our services

Letchworth

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

Dacorum

Building Better Opportunities – Herts Youth Futures
 Building Better Opportunities – Strive in Hertfordshire
 Complex Needs Service • Counselling
 Grounds Maintenance Service • HAFLS • Hertswise
 Meeting Places • Nightlight (incl Beds)
 Peer Mentoring • Peer Support
 Primary Care Mental Health Project
 Self Supporting groups • Workshop in Mind

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
 Grounds Maintenance Service • HAFLS
 Hertswise • NightLight
 Peer Mentoring • Peer Support
 Primary Care Mental Health Project
 Workshop in Mind • Yoga

Borehamwood

Building Better Opportunities – Herts Youth Futures
 Building Better Opportunities – Strive in Hertfordshire
 Community Support Service • Complex Needs Service
 Counselling • HAFLS • Hertswise • Nightlight
 Peer Mentoring • Peer Support
 Primary Care Mental Health Project
 Workshop in Mind

Waltham Cross

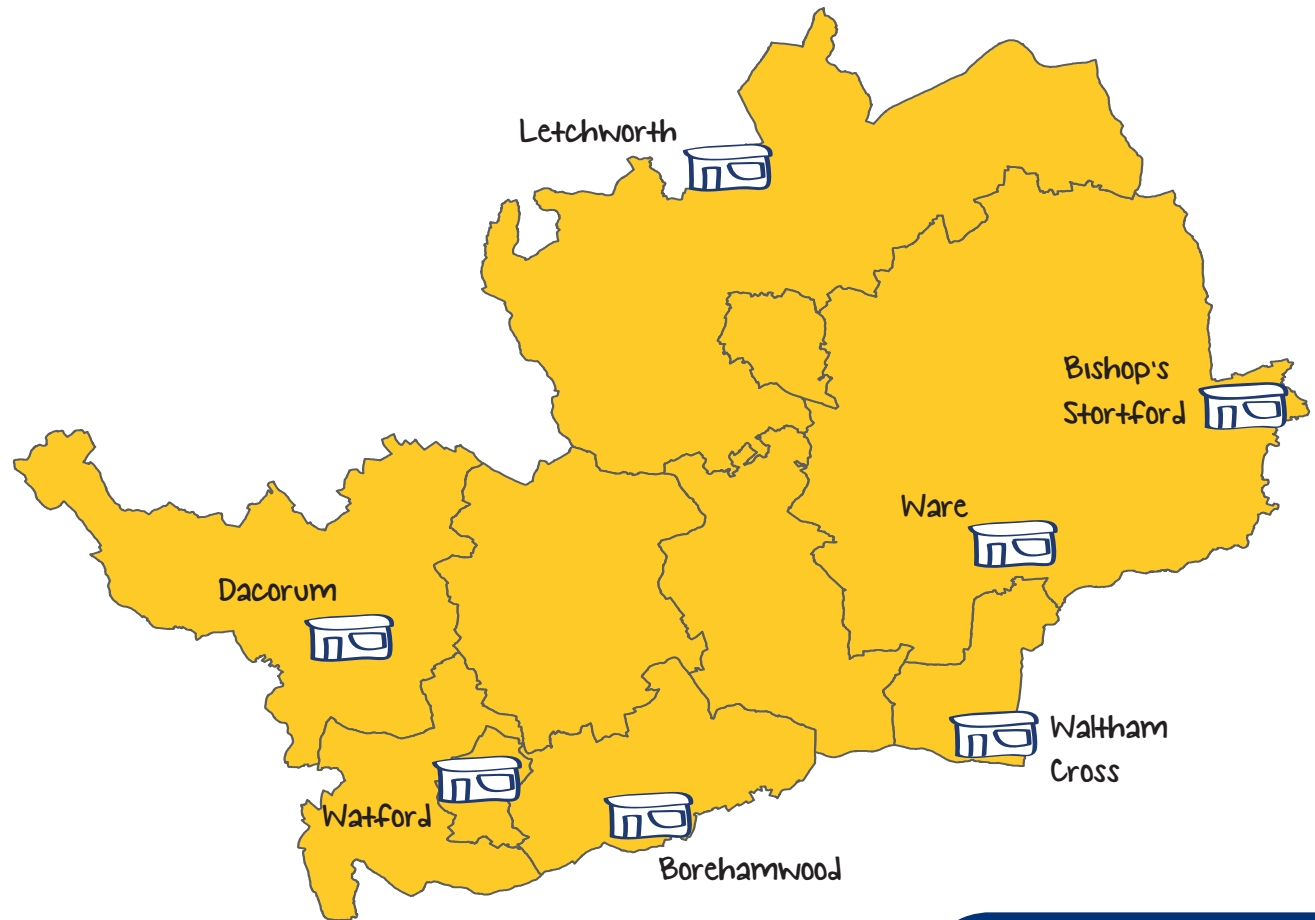
Broxbourne Better Futures
 Building Better Opportunities – Herts Youth Futures
 Building Better Opportunities – Strive in Hertfordshire
 Complex Needs Service • Counselling • HAFLS
 Meeting Places • Peer Mentoring • Peer Support

Ware

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



Our year in numbers

We support thousands of adults, young people and children via a wide range of services and a huge number of activities. These include one-to-one sessions, group meetings, phone calls, visits and events. However, the statistics are only part of the story. The main focus are the people behind the figures.

Every individual we work with comes to us with their own issues, challenges, circumstances and with their own hopes and goals for the future. They may have a loving family, a caring employer or a supportive community behind them. They may have nobody. They could be approaching us for the first time or returning when they feel the need for further support.

Whatever the context and whatever the desired outcome from our involvement, the individuals that make up our team of experienced professionals and well trained volunteers are here to help those who need our support to achieve their goals and to live a better, more fulfilling life as a result.

The next few pages will show you the size and scope of our 2019 activities in Hertfordshire. More importantly, they will show you the benefits of our work with the people of the county and the opportunities we provide for local people who want to help us make a difference.



Thank you for your good advice and ability to cut through red tape and get to the things that matter.

Children and Young People (CYP)

369

1:1 mentoring sessions through Herts Youth Futures to 68 clients across the county

4,145

Children and Young People engaged in our services through the following activities



498

Professionals who work with CYP, trained in emotional wellbeing, mental ill health and suicide awareness

97

Engaged in 6 service design/co-production sessions and online surveys

2,829

Attended workshops, stalls and assemblies raising mental health awareness

653

Parents attended our CYP Workshops

What children and young people have said about our services

“I have never felt comfortable speaking to someone about things, but I do now.”

“Thank you for the support. It has been a great help and my parents have noticed a change and can see how much help it has been and would thank you too.”

“I felt listened to and not judged whilst having sessions. This made me feel a lot calmer about any problems that I was facing. Also, because there was no time restriction I felt able to take my time with the tasks and not rush. This meant I was not stressed throughout the sessions.”

“I think CYP services improve HMN because it means they are helping more of society. The CYP mental health services are very stretched and so having places like Mind where they can go is so beneficial.”

“Hi Joe, I hope you are well. I just wanted to let you know that I got accepted on to the counselling degree to start in September! I’m so relieved the foundation year has paid off. I just wanted to say thank you again for helping me so much!”

Partnership with Goffs Churchgate partnership

From Jim Clune; Director of Learning Year 9 & 10

We have been working closely with Hertfordshire Mind Network for over a year. Indeed earlier this year we signed a formal agreement to work in partnership. Up to now, in this academic year we have raised over £700 to continue that work. Carys and her team have provided their expertise and resources for male and female stress and anxiety workshops, anti-bullying workshops, assemblies and parents evenings.

Carys has provided us with a great deal of support and advice on a variety of subjects in relation to mental health, including how to access Hertfordshire Mind Network resources for our parents. As a result I have referred at least 4 parents for support from the local branch of Hertfordshire Mind Network in Waltham Cross. We are in the process of identifying a safe space / haven for young people within the school. Carys has pledged to support us in making this space as user friendly and accessible as possible as well as providing appropriate resources.

I am also in the final stages of devising a poster for staff, signposting available mental health support, on which Hertfordshire Mind Network plays a prominent role.

What students from Goffs Churchgate said

“They were really helpful. They gave me a lot of tips and advice on how to deal with things.”

“The workshops have really helped me. I hope they do them for other students as well.”

“I’m glad I was invited to go to the workshops. They gave me a lot of help and advice.”

Adults

2,598

Number of adults who used our services



13,148

Number of one to one support sessions provided

6,553

Number of attendances at our Meeting Places

1,049

Number of Meeting Places and Groups provided

15,652

Total number of calls received and made

462

Number of people who accessed Meeting Places

Number of people using each of our core services

659

Complex Needs and Crisis Intervention

172

Employment Support and Training

51

Social Enterprise

1,343

Health and Wellbeing

373

Peer Support

What adults have said about our services

“You have helped me so much and are the first person to show me true kindness.”

“I couldn’t have got through the last few months without you. Your support has been amazing and it has been so important to have someone to support from outside the family.”

“Without you I wouldn’t be where I was today. I wouldn’t have a social worker or the care package I’ll be getting. The support has been amazing.”

“The service has been fantastic, very helpful and understanding, helped me to secure volunteering opportunity at Watford General Hospital.”

“Words cannot describe how much you have helped me...I don’t know what I would have done without you.”

“Seeing my Support Worker for meetings has done me the world of good! It has helped me to find ‘me’ and get back to activities I like doing and meeting new people.”

“I know I must not run before I can walk, but I’m coping now, which is a milestone achievement from I where I have been.”

Service in focus: NightLight Crisis

Hertfordshire Mind Network (HMN) provides a countywide out of hours mental health crisis service, called NightLight.

The service is provided from three Crisis Centres around the county (Watford, Hemel Hempstead and Ware). It is open on **Friday, Saturday, Sunday and Monday nights from 7pm-2am**, every week of the year including bank holidays.

It has **four bed spaces** at the Hemel Hempstead centre, which can be used if an overnight stay would help to resolve the crisis. These beds are available for all Hertfordshire residents. In some circumstances, overnight stays may be discussed and agreed with the Crisis Assessment and Treatment Team. All overnight stays end at 8am the following morning.

For those who prefer not to come into the centres, but would like someone to talk to, a **telephone helpline** service is available **Friday to Monday, between 7pm and 1am** to offer people sensitive and non-judgmental support.

The centres provide a safe, homely and welcoming space for people who are feeling distressed and experiencing a crisis.

In the last 12-month period (Oct 2018 – Sept 2019) there have been:

3819

Calls



411

Visits



277

Overnight stays



What people have said about our service

Feedback from clients, carers and professionals has been overwhelmingly positive and it is clear that the service is valued and is meeting a vital requirement within the county.

“Nightlight is such a kind and wonderful service, putting me at ease so I feel heard and don’t feel desperate to call the police” - Client

“The communication levels of this service are second to none, always efficient and timely, allowing us to work smoothly together” - Herts Police

“Thank you for coordinating the support for X. It allowed for a safe intervention by us and she was a lot more stable and ready to be assessed due to her support from NightLight” -CATT

“The Nightlight team leader and the team on the phones helped us de-escalate a very volatile individual who we would have usually called the police for. Thank you for the advice and the intervention” -DEN’s

Outcomes

In the last 12-month period (Oct 2018 – Sept 2019) there have been 184 respondents to the NightLight Evaluation Questionnaire:

55%

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

71%

of respondents said that if the crisis they were supported for reoccurred, they now had a better understanding of how to manage it.

91%

of respondents said that accessing NightLight helped them to improve their wellbeing.

82%

of respondents said that the service supported them to reduce their feelings of isolation.

94%

of respondents said that Nightlight gave them choice and control about their support whilst they were with the service.

92%

of respondents said that Nightlight supported them to find appropriate information about local services, resources and activities.



“Thank you for allowing me to speak about my abuse and showing me I am worthy of life, you have saved mine. I called you because I was going to kill myself but today I am restarting my life again.”

Service in focus: Community Support

Our Community Support Service in Three Rivers and Hertsmere 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 individual to develop a 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 helps individuals to resolve real-life difficulties and improve their independence, resilience and health and wellbeing.

What clients have said

“You helped me get on the right track and be the person I’ve always wanted to be. You’ve done so much for me and my whole life has changed.”

“The service has been very helpful from start to finish. It is easily accessible and much needed in the community where the NHS was unable to provide support.”

“Mind has been so beneficial to me , my children and my extended family. My CSS worker came into my life when I hit rock bottom and not only was she empathetic, compassionate and comforting she was most knowledgeable to pull in the best resources and liaise with external professionals to get me back on track. I feel I owe my CSS worker my sanity and I can never truly convey in words just how much her support meant to me. She is an inspiration and a special human being.”

195

people were supported in our Community Support Service.
(123 in the Three Rivers District and 72 in the Hertsmere District.)

100%

of respondents said that the service had supported them to improve their health and wellbeing.

100%

of respondents said that the service had supported them to reduce feelings of isolation and feel more connected to their local community.

100%

of respondents said that the service had supported them to access leisure and recreational activities in the community

92%

of respondents said that the service had supported them to access health and social care services in relation to their health and wellbeing needs.

83%

of respondents said that the service had supported them to successfully resolve their housing difficulties.

75%

of respondents said that the service had supported them to successfully resolve income, debt, benefit and/or budgeting difficulties.

Service in focus: Domestic Abuse



101 people were supported in the Three Rivers District

Our Domestic Abuse Service provides support to anyone aged 18 years or over, male or female, who is experiencing domestic abuse and lives in the Three Rivers area.

We offer an easy-to-access, high quality service, providing a range of support, tailored to the individual's needs and wishes. The service is provided in confidence and we listen, offer advice, information and practical help to empower clients and enhance their safety and wellbeing.

We listen without judgement and help people to explore their options and make their own choices, taking actions at a pace that is right for them.

The areas of support are built around the person's needs, to support them with the goals that are most important to them. This may include:

- Emotional and practical help
- Advice, information and support planning
- Safety planning, including practical steps to help reduce the risk of harm
- Access to alternative accommodation
- Access to health care
- Support and advice about the Criminal Justice System
- Guidance and support on civil orders and injunctions
- Signposting to other support agencies
- Support to attend meetings with relevant agencies eg. housing, social services, solicitors, police, etc.

What clients have said

“The DAC insight has been really helpful. It has helped me see the behaviour for what it is.”

“Thank you so much for all your support, it's really helped, I feel in a much better place.”

“It helps to talk through things with you, it really helps to make things clear and helps me make decisions.”

What professionals have said

“I'd like to thank you for helping with my case, your persistence and help at court has made a massive difference to my client.” - (Social worker)

“The insight she has gained from your support has been really valuable to her mental health.” - (Care Coordinator)

Service in focus: Peer Support

Our countywide Peer Support service is for adults experiencing mental ill health and those that care for and support them.

Our Peer Support workers have a lived experience of mental ill health or have cared for someone with mental ill health - and have overcome similar challenges to those that clients may be facing. They work alongside clients to develop an individually tailored package of support that meets their needs, working with them to find the solutions that are right for them - an approach that is based on empathy and shared experience and inspires hope, builds on strengths and promotes recovery and wellbeing.

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

373

people accessed our Peer Support Service during the year.

2,566

Peer Support sessions were offered during the year.

What clients have said

“It has helped me enormously since having sessions with Hannah who has always been very helpful and professional. I am in a much better place now than when I first came here.”

“I want to say ‘thank you’ to Karen for the peer support, a very valuable service which has enabled me to find a way forward and gain important tools to help me feel better about myself! And how to cope better with my son. Thank you.”

“I am so grateful to the staff being so kind and helpful, helping me when I was in such a bad place, always listened and such good advice. Never judged me and always helped me on the phone or in person.”

“The service has helped me focus and ‘move forward’ with activities and I am feeling less isolated.”

“Made me aware that I am worthy and can move on with my life. Sam listened to all I had to say.”

“Having tried many different options to help with my problems I have found Peer Support to be the most helpful. This is largely thanks to my support worker Mike, whose intelligent and patient approach makes the sessions especially useful and ever enjoyable.”

Volunteering

Volunteering is a great way to get involved with us and support us. Around 100+ 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 would not be able to provide all the services we do without their help.

What volunteers have said

“I have accessed Hertfordshire Mind Network services and they really helped me. I wanted to volunteer to give back and help others.”

“Volunteering with Mind has helped me build my confidence and reduce my anxiety.”

“Volunteering gives me a sense of purpose and fulfilment, knowing that I have made a difference to a person’s life.”



volunteer hours with our Peer Mentoring Service



volunteer hours with our Meeting Places



volunteer hours with our Employment Support Service



volunteer hours in administration



volunteer hours with our Hertswise Dementia Service

Client engagement

Over the last year we have been developing our client engagement work; reflecting on our core values and person-centred care informed practice.

Between October 2018 – September 2019, fifteen **Share Your Experience** meetings took place in six out of seven of our Wellbeing Centres.

This has helped us become a more informed organisation, with a better understanding of what our clients like, dislike, and their needs.

We have seen improved self-esteem and mental wellbeing, through empowerment and creating opportunities to work in partnership.

Key achievements to date:

- We have developed marketing materials to promote the **Share Your Experience** meetings to attract new attendees.
- We have developed new co-produced and co-delivered staff training courses (Understanding Self-Harm, Working with Children and Young People).
- We have developed our Wellbeing through Learning service and created new marketing materials.
- We have helped with the design of the new crisis services.

Aspirations for the next year:

- Increase feedback for service design e.g. focus groups
- Increase participation, with a focus on Ware Wellbeing Centre
- Create a Council for clients to enable direct feedback to Board
- Increase staff engagement with Share Your Experience/co-production



Number of Share Your Experience meetings



People attended our Share Your Experience meetings

What clients have said

“Being part of developing services has made me realise I still have a lot to give even though I am still struggling with my mental health.”

“Helping me develop staff training around a subject that has impacted 2/3 of my life, has given me a sense of purpose, achievement and enjoyment. If I can help improve staff knowledge and understanding by giving back my time I get a sense of pride knowing that indirectly I am helping future clients who may struggle with something that is often misunderstood . For the first time in a long time, I have something that I feel positive about in my life.”

What staff have said

“Working in partnership with clients has been an amazing experience and taught me a lot. Listening to different perspectives has enabled me to become a more reflective practitioner.”

Community Fundraising

In March 2019, Hertfordshire Mind Network (along with three other Local Minds) began an exciting new pilot with National Mind. Over the next two years, we are aiming to increase our unrestricted income from community fundraising, improve awareness of the services we offer within our local community, and build strong, mutually beneficial working relationships with other local Minds in our region.

To enable this we have recruited a Community Fundraising Manager, who will lead and develop our fundraising activities, working closely with our amazing individual and corporate supporters in the local community.

Below is a selection of the fantastic events and activities that have taken place during this time:



Team Prepared from Tesco battled with driving rain and high winds to reach the top of Snowdon and raised **£2,637** on our behalf!



Tim Nutley completed the Autumn Wolf Run on 7th September 2019, raising **£197** for us.



Carl Johnston and his wife Dani Johnston of the **Letchworth Garden City Church** raised an astronomical **£12,287.46** for our local services.



Hightown Housing Association made us their Charity of the Year and we have been amazed and inspired by the fundraising that has taken place within their teams over the last 12 months. So far, they have raised over **£5,100**.



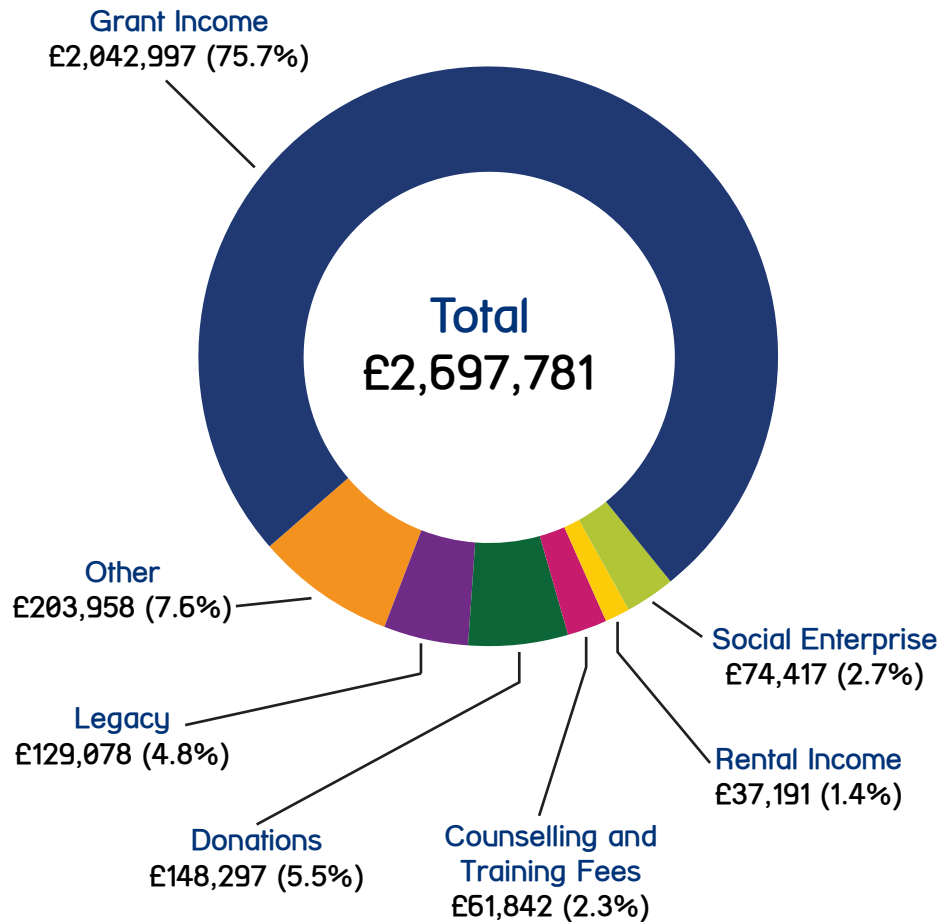
Icely Done braved the skies and jumped out of a plane at 10,000ft raising over **£630** in the process for Hertfordshire Mind Network!



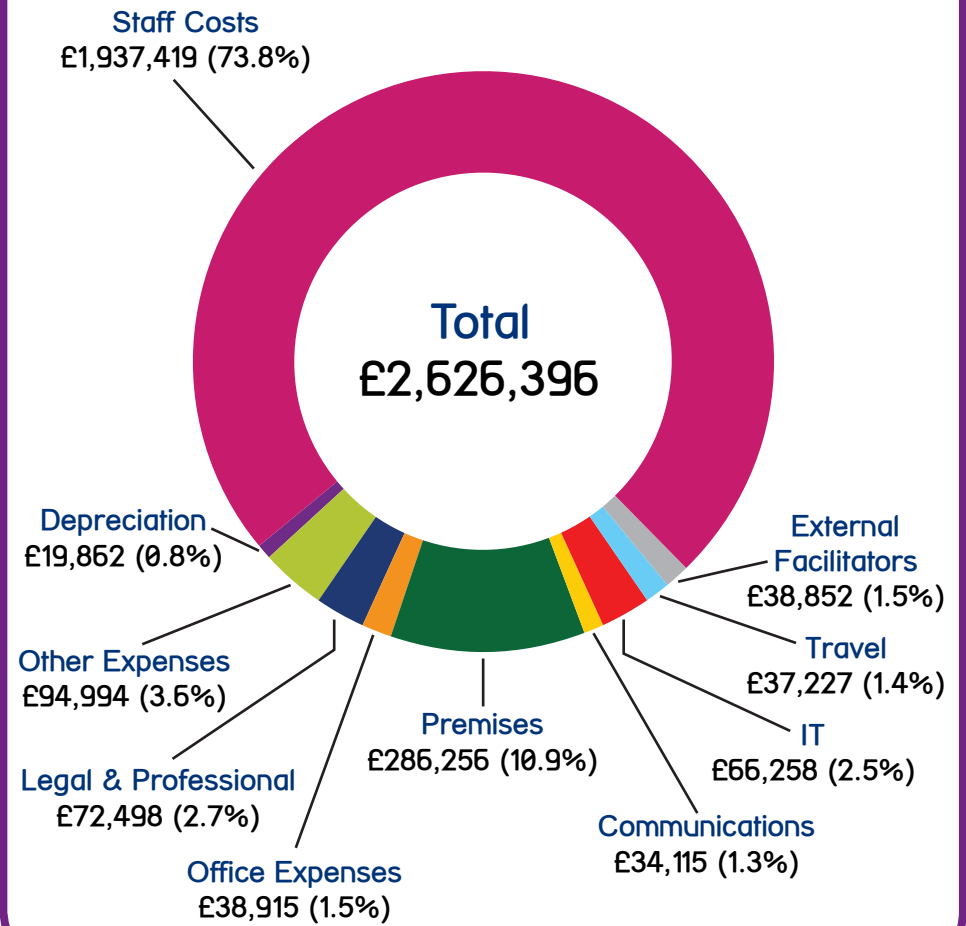
CrossFit Huntsman and **Farm Fitness** joined together over 2 weekends to work hard, push themselves out of their comfort zones and raise money for Hertfordshire Mind Network. They raised an amazing **£340.70**.

Our finances

Our Income 2018/19



Our Expenditure 2018/19



Thank You!

Hertfordshire Mind Network is always grateful for the kind donations from our supporters, which help to 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 were not 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.

Arriva (Herts)
Asda (Watford)
Asda Foundation
Berkhamsted Rotary Club
Birchwood High School
Boys High School Bishops Stortford
BREEAM
Broxbourne Borough Council
Broxbourne Citizens Advice
Bushey & Oxhey Methodist Church
CAE
CHEXS
Chorleywood Golf Club
Clarion Housing
Consort Medical
Co-op
Corona Energy
Dacorum Borough Council
East & North Herts CCG
East Herts Council
Gade Valley Harriers
Goffs Churchgate Academy
Goffs Oak

Gordon Boateng
GSK
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
Marks and Spencers (Bishops Stortford)
Marks and Spencers (Cheshunt)
Martin Ling

Mind
Mind in Mid Herts
Myers Clark
The National Lottery Community Fund
The Plough
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
Val Trollope
Vending Express
Watford Borough Council
Watford Community Housing Trust
Watford Football Club
Waitrose

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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Celebrating 50 Years!