



Impact Report 2022/23

 mind Hertfordshire Network

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We are pleased to introduce our annual Impact Report, as ever, a comprehensive overview of the remarkable work Hertfordshire Mind Network has accomplished over the past year.

This report reflects the inspiring commitment of our colleagues to make a positive difference in the lives of those who need it the most.

As we look back over the year, we have seen a significant increase in the number of referrals and the level of support that is required. There has also been wide recognition of the vital role we play in supporting our clients in addressing critical social issues, improving the wider determinants of their health, with hope, courage and responsiveness.

The report is a testament to the dedication and commitment of our staff and volunteers to ensure that every person in Hertfordshire will feel supported with their mental health. It is both inspiring and humbling to see our charity's meaningful impact across the county.

One of the key factors contributing to our success this year has been our dedication to collaboration & coproduction. By forging strong partnerships with other charities, statutory partners, our communities and our clients, we can amplify our impact and achieve more sustainable outcomes. Collaborative efforts and working as an integral part of the Voluntary, Community, Faith and Social Enterprise Alliance, the Integrated Care Partnership, the Integrated Care Board, alongside Public Health, Hertfordshire County Council, HPFT and with charities such as Citizens Advice, Healthwatch, Herts Welcomes Refugees, Watford Women's Centre, CGL, other Mind's and more, has enabled shared learning and opportunities to pool resources, share knowledge, and implement innovative strategies that tackle complex challenges head-on. Together, we have been able to make a tangible difference in the lives of many people.

In line with our commitment to continuous improvement and innovation, we have introduced new services and adapted old ones to effectively meet the client's evolving needs. By listening to their voices, promoting a genuine commitment to coproduction and closely observing the needs of our communities, we identify gaps in our services and develop dynamic solutions and provide tailored support responsive to the needs of the community we serve. We will continue to elevate and promote the voice of those with lived experience of mental ill health.

Looking ahead, we recognise that there will always be much more to do, and our ambition for improved mental health for all remains our principle driver. The challenges we face may be daunting, but they are not insurmountable. We are committed to remaining at the forefront of change, championing social justice, and promoting equality for all.

By leveraging our collective strengths, fostering collaborations, and continuing to adapt to the ever-changing landscape, we are confident in our ability to create a brighter future for people with mental ill health. We will continue to fight for every person's mental health in Hertfordshire and provide support, opportunity, advocacy & resources.

On behalf of our dedicated team, we would like to express our deepest gratitude to our supporters, volunteers, and partners who have made our achievements possible. Your unwavering belief in our charity has been a driving force behind our success.

Best Wishes

Jess Lievesley and Jo Marovitch



Jess Lievesley
Chair



Joanna Marovitch
CEO

Who we are

We provide essential mental health support in Hertfordshire, providing a diverse range of services from our seven Wellbeing Centres 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 5-18 year olds.

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

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 provide 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:



1 Crisis Intervention

2 Complex Needs

3 Peer Support

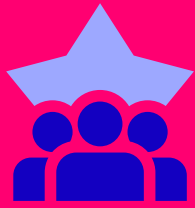
4 Wellbeing and Counselling

5 Training and Education

6 Children & Young People



Our numbers



11,533

people have accessed
our services

**4,872
Adults**



**4,691
CYP**



Our vision and values...

“Every person in Hertfordshire will feel supported with their mental health”

Hope

We believe in potential, possibility and opportunity. We embrace a culture of curiosity and sustainability. We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Courage

We are determined, bold and unstoppable. We welcome transformation and innovation, advocate for improvement and influence change in Hertfordshires mental health system. We are resilient and speak loudly in the face of adversity and inequality, and we fight tirelessly for mental health.



Together

Coproduction is at the heart of our organisation. Together we share learning, build relationships and connect with others. We work in partnership with individuals, the voluntary sector and statutory services, local organisations and companies, to generate new ideas and promote inclusion and diversity and a better understanding of mental health across our community.



Responsive

We are open and transparent. We take time to listen, to learn, to share and to act. We adjust to change, make timely decisions and are both respectful and inclusive.



I am always really impressed by the huge range of support Hertfordshire Mind Network provides. At one end, the crisis services help keep distressed people out of A&E, and divert people away from the police and ambulance services.

They also provide so much support towards wellbeing and helping people look after themselves better. I'm not sure the NHS always realises just how much they benefit from all this work.

Tim Anfilogoff

Head of Community Resilience at Herts & West Essex Integrated Care Board



1. Our crisis services

Continuous Development and Expansion of Nightlight: A Year of Impact

Throughout the financial year, our unwavering commitment has been to the continuous development and expansion of our Nightlight countywide out-of-hours mental health crisis service. At Nightlight, our centres have become synonymous with safety, warmth, and a welcoming embrace for individuals navigating the depths of a crisis. With a dedicated team of non-clinical mental health workers at the heart of our services, we bring a unique depth of understanding to our role, with many of our team members having their own lived experience of mental ill health.

Nightlight Crisis Helpline: The Nightlight Crisis Helpline is open from 7pm to 1am every day of the year. We understand that crises rarely adhere to schedules, and we stand ready to provide a listening ear and a guiding voice when needed most. Our compassionate helpline team ensures that individuals in distress have a lifeline to turn to, offering comfort and guidance in their darkest hours.

Nightlight Crisis Cafés: Our Nightlight Crisis Cafés, located in Stevenage, Watford, and Ware, have been a vital source of respite and community. Open every day from 7pm to 1am, these spaces have become safe havens for those seeking support. In particular, the addition of the Stevenage Crisis Café, opened during this financial year, has quickly emerged as our busiest location, a testament to the significant impact it has made within the community.

Nightlight Crisis House: Recognising that some individuals require more time and space to resolve their crises, our Nightlight Crisis House in Hemel Hempstead has expanded this year. With four bed spaces available seven days a week, 365 days a year, we provide individuals with the option of an overnight stay when it can facilitate their journey towards stability. Our team works closely with each person, tailoring their overnight stays to meet their unique needs. Regular daily reviews ensure that they receive the highest level of care and attention, empowering them to find stability and resolve their crisis.

Daylight Community Outreach: In addition to our crisis services, our Daylight service offers crucial community outreach support to individuals aged 18 and over across Hertfordshire. Through groups and one-to-one support, our Daylight workers accompany individuals on a transformative journey that spans an average of 4-8 weeks. We facilitate access to community resources, empowering individuals to manage their mental health crises within the safety and familiarity of their own

community. With the expansion of our Crisis House to 24/7 in 2022-23, our Daylight Workers are now based here, further enhancing the comprehensive support we provide.

A&E Crisis Liaison Service: In partnership with Mind in Mid Herts, our A&E Crisis Liaison Service has been instrumental in improving crisis care pathways for adults in need. By working closely with Lister and Watford General Hospital A&E staff, our A&E Link Workers provide invaluable support, guiding adults towards alternative mental health crisis services, including our Nightlight Crisis Service. We understand the significance of creating a calm and soothing environment during a crisis, and we strive to provide a welcome respite for individuals who would benefit from stepping away from the hospital setting.

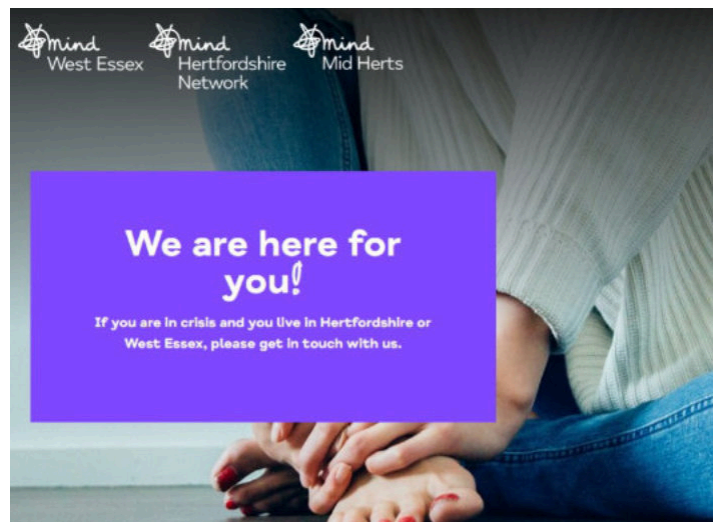
This financial year has marked a period of remarkable growth and impact for Nightlight. Through our expanded crisis services, compassionate helpline, welcoming cafés, comforting crisis house, community outreach, and A&E liaison support, we have touched the lives of countless individuals experiencing mental health crises, ensuring that no one has to face their darkest moments alone. Nightlight remains dedicated to making a difference in the lives of Hertfordshire residents, fostering a community where mental health is understood, supported, and valued.

Website

We also collaborated with **Mind in West Essex** and **Mind in Mid Herts** to build a website outlining the crisis alternative pathway for the Hertfordshire and West Essex Sustainability and Transformation Partnership. This new website will help Hertfordshire and West Essex residents to find the crisis support that they need in one central place.

2,650 individuals supported in crisis through HMN Crisis services.

9,318 referrals into Crisis Support, inclusive of 6,557 Nightlight Crisis Helpline calls





“

I can't believe a facility like this exists. The staff were all amazing, especially staying up all night. This place saved me. Thank you for the space.

”

Nightlight client

Our complex needs services

Empowering Communities: Transformative Complex Needs Services

As experienced providers of complex needs services within the county, we have dedicated ourselves to empowering individuals and communities on their journey towards improved mental health and well-being.

Community Support Services: Our team provide advice, information, onward referral and holistic support to people who are experiencing mental ill-health or need help with their mental wellbeing. These teams provide one-to-one outreach support in a variety of areas, such as emotional and practical support; housing need; benefits; access to services; signposting; help to reduce episodes of crisis and building life skills.

1,876
Community
Support
sessions.



Bounce Back: In 2022-23, we undertook a transformative remodel of our Stepping Stones service, giving rise to the newly named Bounce Back service. As part of our community services, Bounce Back provides one-to-one outreach support, ensuring a smooth, timely, and supportive transition from hospital to the community. Throughout this financial year, we expanded our services to include Kingfisher Court, Albany Lodge, Lister Hospital, and Watford General A&E, ensuring that individuals receive the vital support they need during their move-on process.

Flourish: Our countywide Flourish service is a guiding light for refugees and asylum seekers facing challenges that impact their mental health. We offer person-centred one-to-one support, assisting individuals in settling into the UK and overcoming the obstacles that impact their mental well-being. Available to those aged 16 and above, Flourish provides up to ten sessions of holistic support, offering advice, information, onward referral, and guidance tailored to each individual's unique needs.

Housing Support Service: Our Housing Support Service is vital in providing advice, information, onward referral, and holistic support to individuals with mental health issues or seeking assistance with their mental well-being and housing concerns. We strive to help individuals find stable and supportive housing, ensuring their living environment positively contributes to their well-being.

Complex Needs Housing Service: At our Complex Needs Housing Service, we work closely with individuals presenting as homeless at District and Borough councils. Our dedicated team collaborates with each person to develop a tailored package of support that addresses their unique needs, guiding them towards sustainable solutions that support their mental health and well-being.

Domestic Abuse Service:

We proudly announce that our Domestic Abuse Service is now available across the entire county. Our compassionate Domestic Abuse Caseworkers support individuals over 18 experiencing domestic abuse. With a commitment to providing an easily accessible, high-quality service, we offer a range of support options tailored to the individual's needs and wishes. We provide a judgment-free space where individuals can explore their options, make informed choices, and act at a pace that feels right for them. Additionally, we assist in accessing alternative accommodations, safety planning, and healthcare resources when needed.

Primary Care Network Service: Our Primary Care Network Service is dedicated to providing tailored support to individuals experiencing mental ill health. Focusing on improving well-being, we offer 6-10 sessions of one-to-one support, customised to each individual's unique needs. Working closely with local GP practices, we ensure that individuals can access the support that best suits their requirements.

354
support sessions
were provided by
the Three Rivers
Domestic Abuse
Service.



As we reflect on our impact throughout this financial year, we are inspired by the transformative influence our complex needs services have had on individuals and communities within our county.

We would like to say a huge thank you to our partners and funders who help to make this possible. We would like to give a special thank you to **Thrive Homes, Watford Community Housing, Paradigm Housing** and **Clarion Housing**.



This year we have strengthened the relationship between our services even further, providing Citizens Advice Service from Hertfordshire Mind Network locations. Supporting the people of Hertfordshire with unwavering dedication, proving that together, we can create a more resilient and fabulous community.

Charlotte Blizzard-Welch, CEO, Citizens Advice Stevenage



Our peer support services

Empowering Connections: Peer Support Services

Within our countywide **Peer Support Service**, we offer flexible support to adults experiencing mental ill health and those who care for and support them. Our dedicated team of Peer Support workers, who have their own lived experience of mental ill health, collaborate with clients to develop individually-tailored support packages. Our service empowers clients to explore their strengths and resources and find solutions through safe and accepting 1:1 support, Peer Support Groups, and Peer Learning Courses. Additionally, our **Peer Mentoring Service** provides up to 12 sessions of person-centred one-to-one support facilitated by trained volunteers, available face-to-face, by phone, or through Zoom.

Our **Carers Support Service** has seen significant growth with the introduction of our Carers Peer Support Coordinator. Their fresh perspective has revitalized our one-to-one provision and groups for Carers.

We offer one-to-one sessions in person, by telephone, or through an online platform, delivered by our dedicated Carer Peer Support Workers who draw upon their personal experiences.

Our group sessions allow carers to connect and share common issues, concerns, and ideas. These groups offer respite from the demands of their caring role, foster a sense of community, and provide valuable information through shared experiences.

The need for this support has been immense, prompting us to seek Volunteer roles to develop this service further.

Looking ahead to the next financial year, we have plans to secure additional funding to expand our team and meet the growing local need for this type of support. Our Carers Peer Support Coordinator collaborates closely with carers to understand their most pressing support needs, informing our proposals for funding.

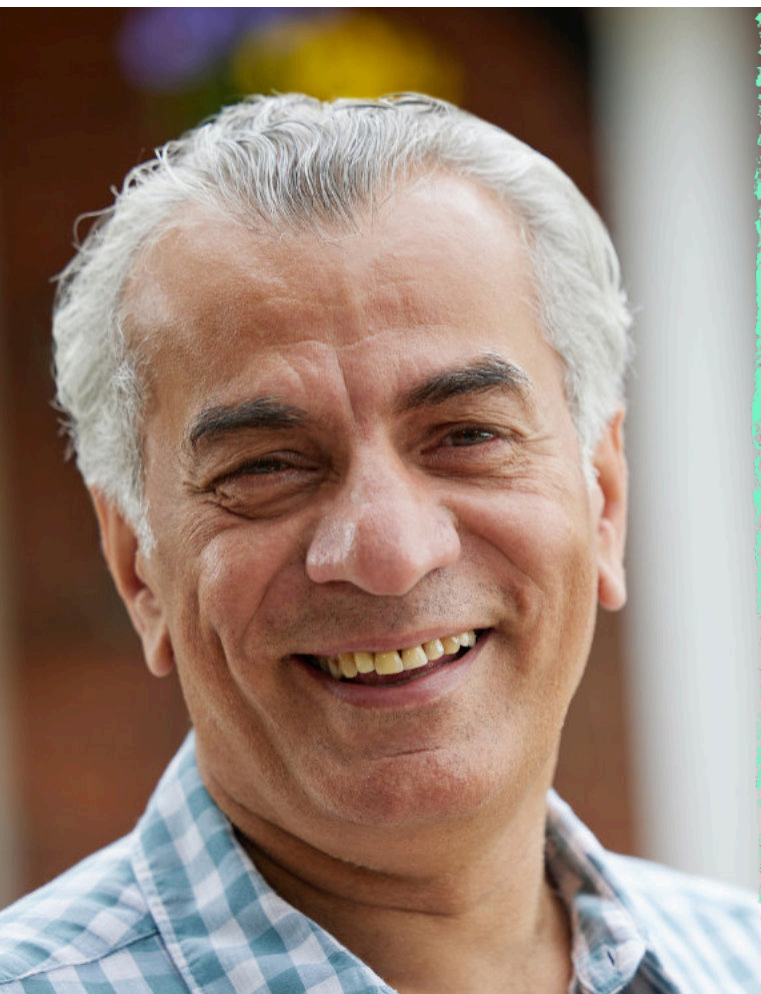
2,505
Peer support
sessions.



1,349
Peer mentoring
sessions.



By continually evolving and responding to the needs of our community, we strive to strengthen the vital connections and support networks available to individuals and carers facing mental health challenges.



When I think of the difference of how I feel now to before my sessions, I feel I've come a long way, and I couldn't have done that without support. There is such a huge value in someone encouraging you to put your thoughts in some kind of order, reassessing what is important and then validating your responses.

My worker listens carefully and picks up on cues from me, acknowledging correctly what I find important. Then she has practical ideas and suggestions to help move things forward. I am so grateful for the help so far and I really look forward to our sessions.



Carer



Our wellbeing & counselling services

Prevention, Wellbeing, and Inclusive Support: Impacting Lives

At the heart of our service provision lies a strong focus on prevention, early help, and improving overall physical and emotional wellbeing.

Carer support is a vital component of our prevention strategy, encompassing Peer Support groups, counselling, and a diverse range of activities such as pottery, yoga, and self-supporting art.

Our Wellbeing Centres and services thrive with the invaluable support of a dedicated team of skilled volunteers, whose contribution enables us to deliver a wide array of services. For many volunteers, their role serves as a stepping stone to learning, training, and employment opportunities.

Throughout this period, we have diligently developed our **groups and activities**, establishing 28 weekly groups across the county. These groups encompass Meeting Places, Drama, Art, Music, and LGBTQ+ gatherings, providing a rich tapestry of inclusive and engaging experiences.

We offer diverse **Volunteering Opportunities**, actively encouraging our clients to engage in training and find placements within our organization. Recognizing meaningful occupation as the foundation of recovery and community inclusion, our clients often utilize these training and work experiences as initial steps towards employment, gradually building confidence and skills.

5,581
Attendances at Meeting Places.



At our Wellbeing Centres, our esteemed **Counselling Service** is available to all. With a team of experienced placement counsellors employing a client-centred approach, we provide a supportive and confidential environment, offering up to 10 counselling sessions. Anyone can make referrals to this service, and we strive to make it accessible by offering reduced fees through a sliding scale ranging from £40-£10.

Additionally, our **IAPT Counselling Service**, staffed by experienced IAPT counsellors, provides eight free sessions of one-to-one counselling, providing individuals with a safe and confidential space to reflect on their experiences. GPs can refer to this service for Hertfordshire residents aged 16 and over.

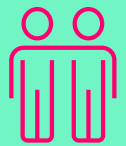
In addition to our comprehensive range of services, we are proud to be part of the countywide **Hertswise service**, dedicated to supporting individuals living with dementia, low-level memory loss, or mild cognitive impairment, as well as their family, friends, and carers.

Through this partnership, we have impacted the lives of **2,860** people.

The service ensures that individuals and their loved ones receive the care, understanding, and guidance they deserve.

1,062
Counselling sessions.

2,270
IAPT Counselling sessions.

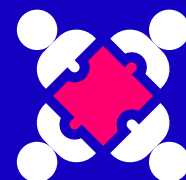


250
Carers have been supported through the partnership.

1,202 groups took place with **7,889** group attendances.

654
Home visits.

123
Volunteers supported us this year.



Championing Mental Health Training and Workplace Wellbeing.

Hertfordshire Mind Network is a recognised leader in the field of mental health training in Hertfordshire, offering a wide range of high-quality services to voluntary, statutory, and private sector organisations. Over the past year, we have focused our efforts on promoting workplace wellbeing and fostering mental health awareness.

274
training sessions were delivered.



We have successfully developed and delivered quality training services tailored to meet the needs of voluntary, statutory, and private sector organisations. Whether it is mindfulness for teaching staff, self-compassion for male carers, emotional resilience for rugby referees, mental health awareness in the workplace

for estate agents, suicide and crisis training for construction companies, or peer support for walking group members, our comprehensive catalogue of training programmes has consistently met a variety of organisational needs. To date, we have over 60 different mental health and wellbeing related training topics.

2,491
training attendees.



What sets our training programme apart is its adaptability to suit the unique requirements of each organisation. We understand that different workplaces have distinct challenges and goals. Therefore, we offer customised training by combining various topics and incorporating specific elements that align with the organisation's needs.

This tailored approach ensures that our training remains relevant and personal. To further enhance the impact of our courses, we include the influence and participation of individuals with lived experiences in the development and delivery of our training. By incorporating their perspectives, we create a more authentic and impactful learning experience.

Over the past year, our organisation has been deeply committed to promoting workplace wellbeing and mental health awareness. Internally, we have

expanded our staff and volunteer training to a 45 hour package. We collaborate with a wide range of local and national organisations, partnering with them to create a healthy workplace culture that embraces mental health. Our workshops equip individuals and teams with essential tools for stress management, resilience building, and the cultivation of a supportive work environment. By addressing mental health in the workplace, we contribute to the overall wellbeing and productivity of employees and organisations alike.

Through our efforts, we aim to equip individuals and teams with the tools they need to thrive in their lives, their workplace and foster a supportive environment.

This training was everything I had imagined and so much more. Mental health is such a hard topic to discuss, especially as it can be quite intense. But it was just the right amount of intense for the subject.

The trainer was really welcoming and created a comfortable environment where everyone shared their experiences and their thoughts. Worth every penny that was spent on it and so much more.



Customer Service Company, Mental Health Awareness in the Workplace

Step2Skills

Step2Skills offers a range of wellbeing focused self-development courses for people aged 19+ designed to improve wellbeing, build confidence and gain new skills. 23 courses ran successfully during this year and the topics for this period included:

- ▶ Building Resilience
- ▶ Building Self-esteem
- ▶ Introduction to Wellbeing
- ▶ Learning to Accept Change and Uncertainty
- ▶ Mindfulness and Relaxation
- ▶ Understanding Anger and other Emotions
- ▶ Overcoming Anxiety and Fear

91
Step2Skills enrolments.



We have delivered our courses online and face-to-face at our Wellbeing Centres, dependent on preference of attendees.



The course helped me feel proud of what I have achieved and build on my confidence. As a carer, I can quite easily put my wellbeing behind others, but the course helped me be kinder to myself and identify tools to manage the ups and downs in life. I now feel really positive about the future!

Step2Skills attendee



Our children and young people's services

Spot the Signs & Emotional Wellbeing Campaign

This is a fully-funded programme, offering training and workshops to children and young people (CYP), CYP's parents/carers and professionals working with CYP.

The programme provides psychoeducation, emotional resilience and signposting support to empower young people and the adults around them to feel confident enough to manage their mental and emotional health. This work is an integral offer within Hertfordshire's Suicide Prevention Strategy.

Our Children & Young People team and our Wellbeing Access Workers help to address the needs of young people and a range of other diverse groups, including LGBTQ and ethnic minorities. We work with a number of schools and voluntary organisations in Hertfordshire and offer a range of activities from assemblies to mental health workshops, staff training and fundraising events.

4,691 young people attended psychoeducational emotional wellbeing workshops held in schools and local community groups.

We provided training to **1,253 professionals** who work with children and young people.

141 parents attended our Children & Young People workshops.

1,253
Professionals
who work with
children and
young people
were trained.

4,691
Young people
attended
emotional
wellbeing
workshops.

141
Parents
attended
children and
young
people
workshops.

Mums Matter

Mums Matter is a perinatal mental health service designed by Mind, following consultation with women with lived experience of perinatal mental health issues and organisations that deliver services for women. The service aims to improve the mental health and wellbeing of mums with babies, by empowering them with knowledge and understanding of perinatal mental health. Peer support is also an important element of the service, as it normalises difficult thoughts and reduces feelings of isolation.

205
New Mums
provided with
perinatal
support.

We are an early intervention service for mums with babies up to 24 months old, who are suffering mild to moderate mental health challenges. Women can self-refer, or be referred by professionals.



It is not an exaggeration to say that the Mums Matter group saved me. I honestly felt like I was drowning in a sea of emotions and that I could give in and go under at any moment. I really do feel that being in the group was like coming up for fresh air. Little by little, my confidence started to build and I was able to put pieces of myself back together again. I will forever be grateful that I had the opportunity to be in a space with such amazing, brave, strong and fantastic women. In every meeting and with every follow up phone call, text or email, we were heard by the Group Facilitators.

They respected our feelings and never belittled them, or made us feel like anything was too much. I've never been in an environment that was so sensitive, understanding and non-judgemental before and I will truly miss the safe space that was created by the group.

I can't stress enough just how powerful and important the sessions were to me and my family. I've been given a new lease of life and I feel so grateful that it came just at the right time for me. I would encourage any mother experiencing low mood, anxiety, depression or negative feelings during the first years of motherhood to take a chance and embrace the program. I appreciate all that it has done for me and the lasting effects it has had on my life.

Sarah (pseudonym)



Empowering Youth: With Youth and Lumi Nova launched

Our open access **With Youth** service provides vital online support to children and young people facing mental health challenges and emotional distress. This countywide service is available to all Hertfordshire residents aged 5-18 and parents, carers, and professionals involved in their care.

With Youth works collaboratively with children and young people, helping them build resilience by fostering problem-solving skills and developing effective coping strategies.

We facilitate positive change and personal growth by empowering individuals to take charge of their health and well-being. Furthermore, we extend advice and guidance to parents, families, carers, and professionals, ensuring a holistic response and creating a support network that enables and empowers positive transformation.

As part of our commitment to comprehensive support, we have partnered with BFB Labs to offer free and instant access to Lumi Nova: Tales of Courage, a digital therapy delivered through a

captivating mobile game. This innovative intervention is designed for children aged 7-12 in school years 3 to 7, providing them with the tools to manage and reduce anxiety symptoms.

247

young people accessed instant messaging and/or 1:1 sessions.

Lumi Nova: Tales of Courage is grounded in evidence-based Cognitive Behavioral Therapy (CBT) principles, integrating the most effective components of this therapeutic approach. Developed by BFB Labs, this digital intervention empowers children by teaching them lifelong skills for self-managing emotions and building resilience. With the support of a parent or other trusted adult, the child engages in goal-oriented challenges within the game and the real world, progressing in small, graded steps.

The app can be accessed without the need for an assessment or diagnosis, and it is compatible with most tablets and smartphones (iOS and Android). Lumi Nova has been co-created with the input of children, parents, school staff, clinical psychologists, and leading academics in children's mental health.

Through our With Youth service and the addition of Lumi Nova, we are committed to providing comprehensive, accessible, and empowering support to children and young people in Hertfordshire, ensuring they have the tools and resources to navigate their mental health challenges and thrive in their daily lives.

“Thank you so much for the app you have created for young people, I have two children in the age bracket for this app and both struggle at times as young carers for their Dad who has PTSD from his time in the military. They have both really enjoyed the app and used it to work through specific anxieties they have. There's so little for children and this gives a fun and interactive way to process emotions, thanks so much for your help with my children”

Parent of a child using Lumi Nova, through With Youth.

www.withyouth.org



Group support



Instant messaging



Tackle worries via a game



One-to-one support

withYouth

YOUNG PEOPLE'S Digital Wellbeing Services

Promoting Access and Awareness: Impactful Engagement

Our Wellbeing Access Workers play a vital role in promoting HMN services and facilitating access to statutory services, through our valued partnership with Hertfordshire Partnership NHS University Foundation Trust (HPFT).

By breaking down barriers and raising mental health awareness, we ensure that residents in Hertfordshire can access the support they need in their local community.

Our team actively engages in promotional activities, serving as a front door to our services and providing essential information about who we are, our locations, our services, and how to access them. Through our partnership with HPFT, we support people to access the Talking Therapies that will enable individuals to improve their health and wellbeing.

Events:

Our dedicated team attended 52 community engagement events throughout the year, including the vibrant Hertfordshire Pride Festival in Watford.

52
Events
attended by
our Wellbeing
Access
Workers.

Engaging with hundreds of people, we showcased the services of IAPT and Hertfordshire Mind Network, putting friendly faces to our organisations and raising awareness of the mental health support available to the public.



These events also allow us to address specific enquiries, offer guidance on referrals, timescales and expectations. We can signpost people to our open access services for those who may need immediate support, such as our Nightlight crisis service.

Presentations & Service Promotion:

There were **30 presentations** delivered in total, including the presentation to Cheshunt Football Club on World Mental Health Day (pictured) to an audience of 35 people, providing them with mental health statistics and information regarding IAPT and Herts Mind Network services.



These presentations are an effective and informative method of conveying more detailed information about our local mental health services. These presentations enable us to delve deeper into each service, address audience queries, and foster understanding.

Building strong relationships with local Job Centres across Hertfordshire has been a priority for us.

Throughout the year, we engaged with 115 work coaches, sharing information about our services, and providing guidance. We also connected with job seekers, offering them valuable insights into the support available to them.

115
Work coaches
provided with
information
about our
services (HMN
& HPFT).

Webinars & Workshops:

We supported the HPFT Wellbeing Service to deliver **39 IAPT webinars and workshops**, warmly welcoming attendees, introducing topics and presenters, and facilitating communication between the audience and presenters.

Through our active engagement and impactful initiatives, we are committed to promoting access and engagement, raising awareness of mental ill-health, and providing comprehensive support to individuals and communities throughout Hertfordshire.



Influence and Participation has been taking place at Herts Mind Network for many years, although not under these terms and not on the scale that I hope to achieve in the future.

I began participating in such opportunities and helping to influence the shaping of the services of HMN within a year of first accessing the support of HMN. Having turned up at the Watford wellbeing centre one day in crisis, I was introduced to Alex Hunter, who was free to offer me some support.

From there, as Alex and I got to know one another, I began to attend her 'Share your experiences' meetings, offering my feedback. She offered me the chance to be involved on interview panels, and having learnt more about my personal struggles with my mental health; she asked if I would be willing to help her write a specific training on 'Understanding Self Harm'.



Having been involved with services for 20 years, both inpatient and outpatient, along with visits to many general hospitals and A&E departments, I knew that I wanted to share my knowledge and experience of this. With the self-harm training written, I was asked to co-deliver the training, becoming further involved in Influence and Participation activities. With services across HMN expanding, I knew Alex was looking for someone to take on this part of her work as a separate role to develop it further. It took me a while to ensure I could take on a part-time contract. However, after ten years out of education and employment (and 4 of those years hospitalised under section), I knew it had to be a very carefully thought-out decision.

In May 2022, I joined the HMN team on a part-time contract. I completely underestimated where this role would take me in the next year, but not only that, I have gradually realised the possibilities of where I can go with this role and what I can create within it. I just imagined being tucked in the corner of an office, waiting for staff to email me requesting service users to be involved in their work. Instead, I

now sit in an office with the Marketing, Fundraising and Engagement team writing documents, replying to emails, assisting colleagues, and gradually trying to make Influence and Participation within HMN a more extensive and more cohesive process.

I did inherit a few other projects from Alex, which I am proud to be a part of and thoroughly enjoy. These include the new DBT Peer Support group that I run with Domy, The Common Sense Group (a pilot project with HPFT) that I attend on behalf of HMN (but also get a great benefit from personally) and the Peer Support Academy – a 3-level training programme to encourage the strength of peer support. This is a project I am hugely passionate about as it starts with a day of self-discovery and self-reflection, which I believe is vital in the first step to being able to support other people. I enjoy helping people understand more about themselves, as this has been a key part of my recovery.

I'm not sure I will ever feel confident supporting service users individually as a stand-alone job role; I don't feel I am recovered enough in myself after 24 years of needing support for my mental health. I know that I have moved on a long way from the days of the secure unit; however, I am also aware that it was only nine years ago that I was placed there for my safety. I think this is the reason I never saw myself working in mental health; I presumed (wrongly) that I would need to support other people; however, as I have discovered, there are many roles within this organisation where you can use your lived experience without directly supporting other people.

My fear of another major relapse inspired the Peer Learning Course that I wrote ("The Fear of Relapse"). I wonder if that relapse monster or shadow will lurk behind me for the rest of my life, but for now, at least, it is staying well back. Besides, I know that going forwards, I have the wonderful support of all the amazing colleagues I have, no matter which department they work with, at HMN.



Jenny Bridger
Influence &
Participation coordinator

Donations, legacies and fundraising

We would like to say a massive **THANK YOU** to our donors and everyone who has supported Herts Mind Network throughout the 2022-23 financial year.

The last 12 months has allowed us to return a focus to our fundraising efforts without Covid-19 restrictions, and despite the financial struggles felt nationally, we are proud and grateful to say that our fundraising activity, support, and income has increased.

Whilst everyone is feeling the pressures of inflation and an increasingly difficult cost of living situation, people have still taken the time to donate to our cause, and hold their own fundraising events, which is a true reflection of the generosity across our community.

We are also incredibly grateful that Corporates & Community Groups across Hertfordshire have really stepped up to support us this past year.

We wouldn't be able to provide the services we do without the support of our donor's, so thank you once again to all.

We are looking forward to proactively increasing our fundraising throughout the 2023-24 financial year.

If you would like to support us or find out more information about fundraising, please contact us at:

fundraising@hertsmindnetwork.org

£101,271
raised through
donations,
legacies and
fundraising.

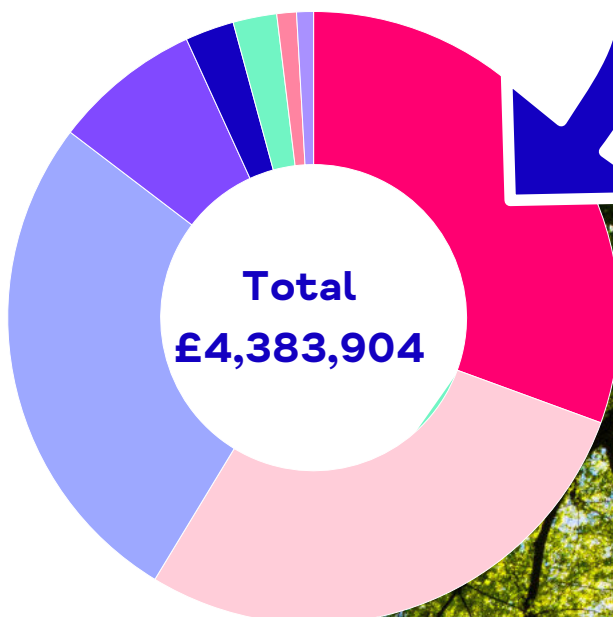


How we spend our money...

Please see below for a summary of our income and expenditure for this financial year:

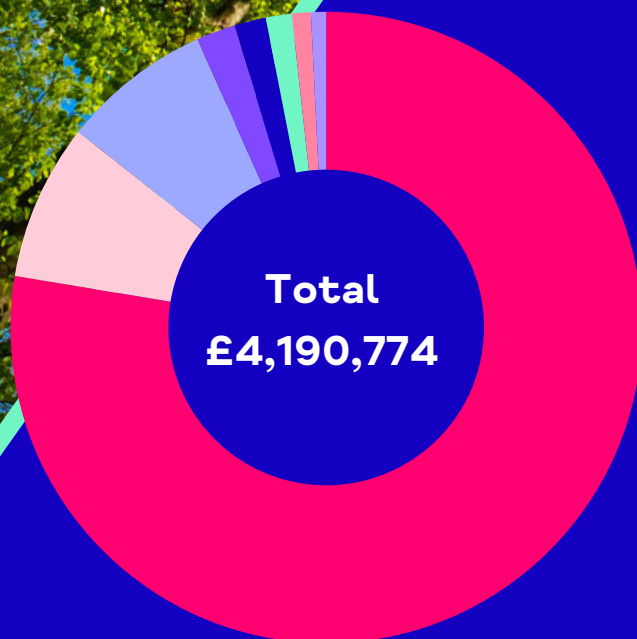
Our income 2022/23

- Grants: Crisis Intervention: £1,340,520
- Grants: Wellbeing & Counselling: £1,232,137
- Grants: Complex Needs: £1,169,310
- Grants: Peer Support: £342,823
- Other Trading Activities: £113,299
- Fundraising: £101,271
- Grants: Training & Education: £45,467
- Rental Income: £39,077



Our expenditure 2022/23

- Client-facing Services: £3,252,670
- Premises: £335,864
- IT & Communications: £321,866
- Legal & Professional: £84,089
- Recruitment: £67,643
- Office & Other Costs: £55,656
- Travel (service users and volunteers): £40,559
- Depreciation: £32,427



We couldn't have done this without you...

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Hertfordshire Mind Network extends its deepest gratitude to our generous supporters, whose kind donations continue to be vital for our organisation. Without their significant financial contributions, our services would not exist.

As a local charity dedicated to helping our community, we anticipate facing ongoing challenges in the years ahead. However, thanks to our donors' unwavering support, we can navigate these obstacles and provide vital assistance to those in need.

The impact of your support cannot be overstated. Countless individuals across Hertfordshire who are grappling with their mental health would be left to face their struggles alone, if it were not for your generosity.

On behalf of Hertfordshire Mind Network and the individuals who rely on our services, we extend our heartfelt thanks to every one of our supporters. Your compassion and commitment have a profound impact on the lives we touch.

We would also like to thank our whole team of people, our employees for their dedication to our work, our esteemed Board Members and our volunteers, who selflessly contribute their time and expertise throughout the year. Your unwavering dedication and invaluable contributions amplify the positive influence of our organisation.

Together, we are making a difference and fostering a community where mental health is prioritised, support is accessible, and hope is restored.



4,691

Young people were supported through workshops and assemblies at schools in Hertfordshire.

1,253

Professionals who work with children and young people were provided with training through our Spot the Signs and Emotional Wellbeing programme.

141

Parents attended our Children & Young People workshops.

247

Young people access the With Youth instant messaging support and one-to-one sessions.

2,270

IAPT counselling sessions were attended.

2,650

Individuals supported in crisis through our crisis services.

1,349

Peer mentoring sessions were attended.

354

Support sessions were provided through the Three Rivers Domestic Abuse Service.

5,581

Attendances at Meeting Place groups.

9,318

Referrals into crisis support, including **6,557** Nightlight Crisis Helpline calls.

1,876

Community Support Service sessions were provided.

1,062

Counselling sessions were attended.

250

Carers were supported through the Hertswise partnership.

205

New Mums provided with perinatal support.

2,505

Peer Support sessions were provided.



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Company No. 5532977