



Mind in Enfield ANNUAL REPORT 2017 - 2018

Mind in Enfield

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Promoting Health and Wellbeing

Our Situation

Our borough in 2018 presents Mind in Enfield with many challenges and opportunities.

Enfield's population is expected to reach 354,000 in 2021, growing at twice the national average rate with a greater than proportionate increase in older people. Enfield already has a greater than average proportion both of old people and very young people and these populations have greatest need of public services, particularly in the areas of physical and mental health.

Another significant characteristic of the borough is the high proportion of people in rented accommodation with a related high rate of evictions and homelessness. Enfield has the second highest number of households in temporary accommodation in England.

High population density and ethnic diversity are other factors in Enfield which contribute to the pressures on Council resources. However, central funding arrangements affecting Enfield Council make no provision for increasing costs, in large part because of a bias in the arrangements which favour inner London boroughs. Rates of social deprivation in parts of Enfield are higher than in many of the inner London boroughs. We are nevertheless confronted with carrying out our mission with diminished resources from Enfield Council.

Strategic Direction

Mind in Enfield has arrived at the threshold of a new stage in its development. The context is the formation of a comprehensive understanding of the mental health needs of the local population, which have informed the service specifications of the contracts to the delivery of which Mind in Enfield is contributing.

Targets for achievement will increasingly be specified and performance will be regularly monitored and measured with future funding dependent on achieving targets. Contract income alone is not enough to provide the range of services that meet needs and Mind in Enfield has the strategic objective to significantly increase voluntary donations to boost unrestricted funds. This will enable Mind in Enfield as a single organisation to deliver other much needed services.

Our Purpose

Our life experiences and the environment in which we lead our lives have great influence on the mental health and wellbeing of all of us, but we experience the depression and distress as individuals with or without the help of family and friends. Mind in Enfield exists to respond and offer support to people individually in full recognition of each person's unique dignity and entitlement to respect. We aim to help people understand their problems and to empower them to deal with their difficulties. The staff and trustees of Mind in Enfield aim in the coming year to have many more clients able to say what one person said recently: *"Mind has helped me to understand my problems and find ways to work things through"*

Management and Staff

Chief Executive

Dr Ben Jabuni (To June 30, 2018)

Advice Team Manager

Petronella Davis

Finance Officer

Roby Dogwah (External)

Debbie Whitney (Assistant)

Counselling Manager

Rakhi Chand (covering maternity leave from April 2018 for Maria Emmanuel)

Wellbeing Centre Coordinator

Jean Passley (until Aug 2018)

Permanent Staff

Suhayla Greenwood

Terese Desira

Martine Drake

Carol Lief

Merle Osei

Phidias Panayides

Sufia Rahman

Rose Bel Gam (to Feb 2018)

Femi Iyoha (to Nov 2017)

Zehra Yesilkanat (to Dec 2017)

Our Values

The staff and trustees believe that their diversity equips them well to deal sensitively with the diversity in the community and contributes to our availability, receptiveness, and the effectiveness of our responses to the mental health and wellbeing needs of Enfield citizens, whatever their racial, national, and cultural background. We aim to help people find solutions to their problems and - believing in the concept of continuous learning - to fulfil their full human potential, building on a welcoming and caring approach to all. In providing services we aim to match the highest professional and quality standards.

“Integrity and respect for the individual is at the root of all our work. We recognise the basic rights of all service users and will continue working to help them make the right decisions”

Reports

Chief Executive's Report 2018

During the year 2017/18, Mind in Enfield continued to work to its mission of promoting and improving the wellbeing of people with mental health problems who live in Enfield, supporting them to work towards realising their full potential and playing their role in society. The year 2017/18 was the year of recommissioning by the London Borough of Enfield (LBE), of the services delivered by the voluntary and community sector organisations: a move away from grant support to contracts, based on the ability to deliver outcome-based services and achieve expected standards. A collaborative and partnership working environment was created through consortia as a precursor to bidding for contracts and Mind in Enfield formed partnerships with a number of organisations and tendered for the delivery of some of the council's newly-defined services including:

Services to be delivered 2018 and beyond

- Helping people to have a voice (Advocacy)
- Enfield Wellbeing Information and Advice Service

In addition to the LBE's recommissioned services, Mind in Enfield was separately invited by NHS Enfield Clinical Commissioning Group (CCG) to develop an IAPT (Improving Access to Psychological Therapies) service to replace the general counselling service previously provided and funded by the CCG. Mind in Enfield became IAPT-accredited and is now delivering a Mind in Enfield IAPT counselling for depression service.

North London Forensic Service: This service is an advocacy service sub-contracted from Chase Farm Hospital (Barnet, Enfield, & Haringey Mental Health NHS Trust)

Volunteers Because of the changes in the contracting environment, Mind in Enfield faced a challenging year in fulfilling the objective to increase the number of volunteers and implement plans for regular training, supervision

and support. Volunteers remain important to the work of the charity and this objective has been carried forward to 2018/19.

Learning Courses In the course of 2017/18, Mind in Enfield provided a number of courses, three of which were funded by Barnet and Southgate College including:

- Art
- Personal development for men
- Mindfulness
- Writing group (Self-financed)

As before all our courses are run by qualified tutors and are designed to help and encourage participants to access mainstream adult learning classes.

Dr Ben Jabuni, CEO (until 30 June 2018)

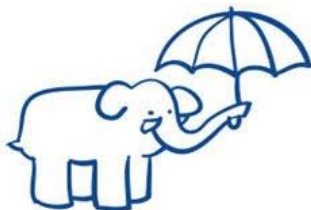
Chair's Report 2018

This last year has been a challenging one financially with the new way of commissioning funding from our statutory partners. The upside is that we are now working in partnership with some other local organisations to the benefit of our clients. Details of this will be found in the Managers' Reports. In Social Support new groups to support well-being have become more diverse and inclusive. Advocacy continues its excellent work on advice, benefits, housing and homelessness. The Counselling team are firmly embedding their new IAPT programme for clients. Fundraising has been a major priority and the Fundraising group has successfully raised extra money for our activities. My thanks go to everyone who has worked so hard.

I think the financial situation has now brought the whole organisation, Trustees, Staff and Volunteers working together to ensure our future success. I thank the Board for their support and loyalty and the hours of hard graft above and beyond the call of duty. Ben Jabuni left us at the end of June and I thank him for his time as CEO and wish him well in his role as Ambassador of Stroke Ghana. Our volunteers remain the backbone of Mind and we hope to increase the number and scope of their work

Let us look forward to a bright future for Mind in Enfield and a sense of fulfilment and satisfaction for everyone involved.

Margaret Bryant, Chair Trustees



Counselling Service

The Mind in Enfield Counselling Service is continuing to offer low-cost counselling, responding to the wide range of need of our clients. Our aim continues to be to offer a safe, accessible, and high-quality counselling service. Our counselling team - comprised of thirteen trainee and eight qualified therapists at the time of writing - have been working hard and effectively to this end.

The counsellors in our team have a range of professional approaches; we are convinced that this serves the diversity of client need. All of us in the team are committed to inclusivity - for example in respect of disability and language needs. This diversity is reflected in our workforce who match closely the rich diversity of the local community in Enfield.

We are accredited by the British Association for Counselling and Psychotherapy (BACP). The service we offer meets the high standards set by BACP with respect to the Ethical Framework for Good Practice in Counselling and Psychotherapy (2018).

Improving Access to Psychological Therapies

During the past year Mind in Enfield staff were trained to deliver IAPT services. IAPT - Improving Access to Psychological Therapies - is a government initiative to do just that! The initiative was introduced in England in 2008. The MiE counselling service became an IAPT accredited provider for Generic Counselling and Counselling for Depression on 1 March 2018. As an IAPT accredited provider we are now commissioned by the Enfield Clinical Commissioning Group to work with clients experiencing primarily mild to moderate depression. We offer fewer counselling sessions on average per client compared to our previous service, but counselling is now **free** at the point of delivery.. The initial evaluation of our new IAPT service is promising, especially given that Mind in Enfield is still in the process of embedding the service. A full report of the results of the first year of our IAPT service will be made available after the end of the first year of the new arrangements.

Achievements

In the period from April 2017 to the end of February 2018

- 623 was the total number of service users/ clients who have benefitted from the service
- Individuals were offered an average of 16 counselling sessions each
- We delivered group support including a women-only depression and anxiety group
- We ensured that clients needing priority treatment were offered this
- Mental health awareness was raised alongside our MiE colleagues via outreach, open days and workshops in the local community.

Here is an example of the feedback we have heard:

“Thank you (to specific team members who) always tried to accommodate me without judgements, and showed compassion towards me in my darkest times’

Investing in the Team

In supporting our counselling team to deliver high quality services, we offered five Continuing Professional Development (CPD) workshops on a variety of topics facilitated by senior practitioners.

Aims for the Forthcoming Year (2018/19):

- To keep the BACP Ethical Framework (2018) at the forefront of our practice.
- To make the transition to an established IAPT service with minimum disruption to service delivery and clients.
- To maintain high standards within a service delivered in fewer sessions.
- To maintain short waiting times by responding to new referrals within two working days of initial contact.
- To continue to monitor and improve the quality of the counselling services within the new IAPT framework.
- To ensure that we engage effectively with clients and take on board their views and feedback.
- To further improve engagement with the local community by participating in outreach events and taking the initiative in building new relationships

Rakhi Chand - Counselling Services Manager (covering Maternity Leave)



Advocacy, Information & Advice Team

During the year the Advocacy, Information and Advice Team has sought to maintain its distinctive high-quality services to people in need of them in Enfield in the face of the decision of the London Borough of Enfield not to renew funding for much of the work. There appears to have been no cessation in the increase in need in the community for our services: on the contrary the introduction of Universal Credit has raised new difficulties for people who come to Mind in Enfield for help.

Mind in Enfield has two contracts providing an advocacy service to North London Forensic Service (NLFS) and we are one of the partners of the Enfield Advocacy Service (EAS). The provision of service to NLFS continues to meet needs well. The team has a longstanding established working relationship and any areas of concern are dealt with at bi-monthly meetings with the Head of Social Work and in round table meetings which the team has with the heads of the services. This contract must be negotiated on a yearly basis and will be up for renewal at the end of the financial year.

Under the new agreement with EAS, we are unable to provide representation to clients at Welfare Benefits Tribunals or assist with mandatory reconsiderations. This has proven to be extremely disadvantageous to our clients as Mind in Enfield was the only organisation in the borough that offered this service to our client group. We now refer these cases to the Citizens Advice Bureau. The feedback we receive from individuals indicates that there is a long waiting list and that many people are anxious that they may miss deadlines whilst waiting for an appointment. We do our best to accommodate individuals but regrettably we are not able to respond adequately to increasing needs because of a lack of funding.

The information available to us also suggests that there are unmet needs in respect of the provision of generic advocacy at Chase Farm Hospital. We continue to receive telephone calls asking us to assist clients on the acute wards who need help with welfare benefit issues and to attend meetings such as ward rounds. Yet again, we have had to explain that we no longer have the financial resources to provide this service and are therefore unable to pay visits to the hospital. However, we do provide to the best of our ability advice on the telephone to assist people and to point them in the right direction for relevant services.

During the year two members of our team have left the organisation: Zehra Yesilkanat and Femi Iyoha who worked for the team for ten and eight years respectively. We thank them for their contribution to the team and wish them all the best in their future endeavours.

Presently, we have three members carrying out the work for the team. One of the workers Roger Waibale is a sessional worker who started work with us as a volunteer. We are pleased with his progression in the team from a Volunteer to a paid worker providing services that are much needed and much valued in the community. We acknowledge there are many challenges ahead of us and are working to secure additional funding which will be utilised to widen the scope of our services available to people in need of them in the London Borough of Enfield.

Petronella Davis - Advocacy & Advice Team Manager



Mind, Body & Soul Project

The project finished at the end of June 2017. In the final year there were 380 beneficiaries (compared to 308 the previous year). We ran the following activities (locations in brackets):

- Acupuncture and Chinese Medical Massage (throughout the year in Barnet, Enfield and Tower Hamlets)

- Cooking on a Budget Course (four in Enfield, and two in Haringey)
- Gardening Courses (two in Enfield, and one in Haringey)
- Gardening Maintenance Sessions (throughout the year in Enfield)
- Stress and Anxiety Reduction Course (three in Enfield)

- Tai Chi (forty sessions each in Enfield and in Haringey)
- Walks, Trips and Meals (twelve in Enfield)
- Wellbeing Talks (twelve in Barnet, six in Enfield)
- Yoga (thirty sessions in Enfield)

All these activities were a continuation from activities the year before. The outcomes were very positive. More than ninety-six per cent of participants felt physically better, nearly three-quarters reported improvements in their psychological states; and all but five per cent of them enjoyed the social aspect of the interventions. Many of the activities continued after the funding ended. In Enfield the Chinese medical massage, the acupuncture, and the yoga classes continued on a self-financing basis. The gardening continued under an NHS-funded project with The Conservation Volunteers and National Mind, and the cooking classes continued with a grant from Santander Bank.

Martine Drake; - Mind Body & Soul Coordinator



Psycho-Social Support and Wellbeing Service

In the last year social support activities have continued to meet the needs of many users. Mind in Enfield has continued to offer and encourage participation in the following activities...

- on Mondays creative therapies (Arts and Crafts Workshop) jewellery workshop, and hearing voices group
- on Tuesdays the MiE personal development course and the art course in the evening
- on Wednesday evenings a drop in social activities facility
- on Thursday's relaxation classes and bingo
- and on Fridays the Women's Group for knitting and sewing and the Book Club

On average each day Mind in Enfield has supported 31 service users in the drop in and between eight and thirteen people have taken part in more than one of the above activities.

Learning Courses

Mind in Enfield has continued to deliver mental health education and awareness course under the contract with Barnet and Southgate College. The art course provides excellent opportunities for people who wish to explore the art of painting and drawing and use it as a way of communicating ideas. The personal development course addresses participants' needs by engaging them in discussing current issues and helping them to grow in confidence and feel empowered to engage constructively in their communities. In addition, the course provides help to users with writing and interviewing skills as well as advice on further education opportunities.

At time of writing, MiE is planning workshops for adults with mental health difficulties, building on successful experience - affirmed by an independent consultant as well as by participants - of similar work in 2017. to be provided from September 2018. The courses are to be advertised in local shops, places of worship, and job centres.

The work of Mind in Enfield is supported by a team of dedicated volunteers, notably in the drop-in services, in the café, and in reception. There is continued interest from agencies that want to use MiE expertise and experience in health and safety courses.

Jean Passley: -Wellbeing and Volunteer Coordinator



Statement of Financial Activities for the year ended 31 March 2018

	Unrestricted Funds £	Restricted Funds £	Total Funds 2018 £	Total Funds 2017 £
Incoming Resources				
Voluntary Income				
Donations	13,447	22,522	35,969	33,832
Membership Fees	502		502	432
Investment Income				
Bank Deposit Interest	61	-	61	147
Incoming Resources from Charitable Activities				
Grants to provide charitable activities		433,565	433,565	509,874
Other Incoming Resources				
Café Takings		9,149	9,149	12,989
Sundry Income	150	7,189	7,339	9,969
Total Incoming Resources	14,160	472,425	486,585	567,243
Resources Expended				
Charitable Activities	870	453,477	454,347	526,041
Total Resources Expended	870	453,477	454,347	526,041
Net Income/(Outgoing) Resources	13,290	18,948	32,238	41,202
Balance Brought forward at 1 April 2017	113,394	276,066	389,460	348,258
Transfers between funds				
Balance Carried Forward	126,684	295,014	421,698	389,460

Balance Sheet as at 31 March 2018

	Notes	2018		2017	
		£	£	£	£
Fixed Assets					
Freehold property	1 (d)		366,991		366,991
Mortgage	1 (d)		(366,991)		(366,991)
Other Fixed Assets at book value	4		3,975		4,326
Current Assets					
Debtors	5	81,417		74,808	
Cash at Bank and in hand		372,780		348,352	
		454,197		423,160	
Less Creditors: amounts falling due within one year	6	(36,474)	417,723	(38,026)	385,134
Net Assets			421,698		389,460
Funds					
Unrestricted – General Fund			106,684		93,394
- Contingency Fund	8		20,000		20,000
			126,684		113,394
Restricted	7		295,014		276,066
Total Funds			421,698		389,460

The above is a summary of the accounts for the year ended 31 March 2018. The accounts were approved by the Directors on 12 September 2018 and will be filed with Companies Registry and the Charity Commission after the annual general meeting.

Full accounts and the audit report can be obtained from the Company Secretary at the registered office

Directors and Trustees

The Trustees continue to carry out the aims of Mind in Enfield for public benefit within the definition of the Charity's objectives and the Charity Commission guidelines on Charity Trustees public benefit duties.

All directors of the Company are also trustees. New trustees are found in many ways. They include formal and informal advertising and promotion of the organisation. There is a formal application process and trustees are elected at the AGM in accordance with the constitution. When requested, relevant training is provided for our trustees.

Reserves Statement

The Charity is entirely dependent on short term grants. The Trustees consider it necessary to maintain a contingency fund for long term viability. The fund is used to finance temporary grant shortfalls and possible costs associated with staffing. The balance of the contingency fund as at March 2018 was £20,000 and there was a general fund of £106,684

Risk Management Statement

The Trustees of MiE review risks to the organisation annually in line with Mind in Enfield's Corporate Risk Management Policy. Regular risk assessment ensures that all risks relating to the governance and management, operations, finance, environment and external law and regulation compliance are identified and evaluated. The Trustees are satisfied that systems are in place to mitigate exposure to major risks.

Trustees 2017 - 2018

Chair - Margaret Bryant

Vice Chair - Laurane Till

Company Secretary - Ravi Ratan

Treasurer - Tahir Ayaz

Board Members

Rachel Barlow

Jean Butterworth (To September 2017)

Chris Dunbar

Jessica Logli

Petula Truscott

Michael Walsh

"The measure of our success lies in the difference we make to the lives of our Clients."

Summary of funders, purchasers and donors

Barnet, Enfield and Haringey Mental Health Trust

London Borough of Enfield

The Challenge

Enfield Soroptimists

The North London Forensic Service

Big Lottery - Reacting Communities

Edmonton Methodist Church

Royal Bank of Scotland

LBE Skills for Work

Waitrose Ltd

North London Clinic

PJK Charitable Trust

Marks and Spencer

Southgate and Enfield Mind Shops

