

Chief Executive's Report for the Accounts

Mind in Enfield 2014-15

1 Introduction

The mission of Mind in Enfield is to improve the mental health and wellbeing of people with mental health problems who live in Enfield so that they can realise their full potential and play their full role in society.

The voluntary sector as a whole had been facing a challenging socio-economic environment because of government's austerity measures and staff and trustees have continued to address the challenges facing the charity and much progress was made in a number of key areas of our work including:

- Continuing to ensure personalisation of service delivery and extending our reach across the borough.
- Developing our counselling service so that we now have 20 counsellors available across the day and into the evening;
- Continuing to deliver good quality advocacy, information and advice service.
- Continuing to develop and extend our psycho-social support and well-being service.
- Working to develop new funding streams, including resources from the Big Lottery Fund to deliver a range of community based mind body and soul programmes.
- Working more collaboratively with voluntary and community sector organisations and other local Mind Associations in order to provide the best services possible for clients in Enfield and surrounding boroughs.
- Raising the profile of Mind in Enfield by engaging with existing and potential stakeholders

The objectives achieved in 2014/15 are summarised below under the various services delivered:

2 Social Support and Wellbeing Service

Objective: To provide the range of services agreed and funded as projects by commissioners and other funding authorities

This service delivered and continues to deliver the following programmes:

- Recovery Programme
- Drop-In/Psycho-social support programme
- Volunteer Support
- Café

- Mind, Body & Soul wholesome (a 4 year project funded by the Big Lottery Fund) programme
- The Psycho-Social Support and Well-Being service also includes Open Days, the Recovery Program and courses, activities and cognitively based interventions.

Throughout the year, volunteering support for most aspects of our work has steadily increased, and increasing the number of volunteers will be a key strategic objective for MiE. We supported 23 clients per day in the Drop-In service, working closely with 21 volunteers. The well-being café continues to serve hot, cooked fresh and nutritious meals. On average we provide these meals to approximately 60 clients per week for most of the year. The café also serves as a workshop which houses some of our courses on Bakery and Cookery courses delivered under the Mind, Body & Soul project. We have plans to expand the activities of the café, making it self-financing.

As in the previous years, our plan is to continue to develop and improve the psycho-social support and well-being service. The improvements we have already made include providing ICT access for those who do not have access to their own equipment, enabling them to update their CVs and to look for volunteering opportunities; employment and education to support them to become IT literate. We have also continued to make improvements in the 'Recovery Star' which was implemented in 2013/14. Our staff and volunteers who were fully trained in its use have made significant strides in the application of their newly acquired skills. The Recovery Star will underpin the work we have done this year to improve the service we offer.

The service has also delivered its outreach strategy, and the partnerships we have developed have been strengthened and we will continue to do this into the future.

Learning Courses

We have supported the recovery of many people by providing access to a range of courses. We delivered 8 adult learning courses to 68 learners, exceeding our annual target of 64. These courses are run by qualified tutors and are designed to help and encourage people to access mainstream adult learning classes. Courses were focussed on both educational aspects, therapeutic support and occupational health base and include:

- Stress and Anxiety Management
- Art
- Creative Writing
- Yoga
- Managing Your Mental Health
- Independent Living Skills
- Cooking on a Budget
- Introduction to Organic Food Growing
- Table Top Gardening
- Yoga/Drumming.
- Personal development

Some of these courses are funded by our partners such as the Big Lottery '*Reaching Communities*' and Enfield Council.

Volunteering

There are currently 21 volunteers (all DBS-checked) helping to deliver the Psycho-Social Support and Well-being Service. The volunteers undertake a variety of roles such as café assistant, outreach and drop-in support, course co-facilitator as well as roles within the Mind, Body and Soul programme. A robust training programme is provided for volunteers. This includes training on the recovery star, managing challenging behaviour, managing boundaries with clients and mental health awareness as part of training in supporting recovery. We also encourage and support our volunteers to engage in personal as well as professional development. This includes participation in food hygiene and first aid training.

Mind Body and Soul Project

Objective: To provide and develop complementary and alternative services by working in partnership with statutory agencies and other voluntary and community and private sector organisations.

We are in the second year of a four-year funding scheme and work in partnership with a number of London Boroughs – Enfield, Barnet, Haringey, Hackney and Tower Hamlets. We engaged with 255 individuals. This partnership will continue for the duration of the project.

The services continue to deliver a range of occupational health based and therapeutic interventions which range from gardening and cooking activities to acupuncture, yoga and Chinese medical massage. These activities include talks and presentations at public events and at stalls and exhibitions at open days across the Borough.

Our project in Pymmes Park continues to be one of our most popular activities. The Mind, Body and Soul programme continues to be integral to our psycho-social support and well-being service delivery, providing a range of alternative interventions to complement more traditional forms of intervention.

3 Advice Team

In the past year (2014/15), we delivered high quality advocacy and related services for inpatients in the mental health unit at Chase Farm Hospital. The increase in the level of complex needs of people admitted as inpatients has continued. This has increased the workload for our Advocacy Workers. As this increase in need is likely to get worse more advocacy resources will be required to meet the increased need. Our advocates will continue to offer a high quality service under very challenging conditions.

We aim to ensure the service is available to clients throughout the Borough. We are therefore looking at training volunteers for our services to enable us to work with hard to reach clients. We will also be discussing the potential of developing the service with commissioners and other organisations across the Borough and beyond. We were very proactive in promoting the concept of intervention in practice. This proved popular and successful and we engaged with 255 individuals in our welfare benefits work.

The table below gives the numbers of people supported in the different aspects of our work in advocacy, information and advice in the year 2014/2015 to date.

Advocacy	536
Welfare Benefits	497
Total number clients seen to date	1033
Total number of Telephone advice	619
Unmet needs/signposting	39

4 Counselling Service

Objective: To provide low cost counselling service that reflects the local community needs and cultural demographic. To increase working partnerships with other local voluntary organisations and statutory services.

The Mind in Enfield Counselling Service is a multi-cultural service that aims to respond to the diverse needs of the Enfield population. It aims to make counselling as accessible, responsive and welcoming as possible to Enfield residents by offering a range of counselling approaches and treatment options. Our clients are encouraged to be involved in deciding what type of intervention is likely to best suit them. Our overall aim is to make sure that we offer a friendly and caring service and we listen and respond to each individual according to their individual needs.

During 2014/15, we concentrated on strengthening our counselling team and improving our assessment processes. This was intended to ensure that the service we offer is as responsive as possible. By the end of the year, we had a team of 20 counsellors from a range of backgrounds and skilled in a variety of treatment modalities. As well as enabling us to provide an individualised, service, this has enabled us to ensure that waiting times are kept to minimum and everyone received their first appointment within 4 weeks of contacting the service. Again, the majority of referrals are via GPs and self-referral.

During 2014/15, the service provided counselling to approximately 216 clients, and delivered 3,257 sessions. These figures are slightly down in the year ended 31st March 2015 due to a reconfiguration of the service during that year. We provided treatment to people from all corners of the Borough e.g. Edmonton, Southgate, Palmers Green, Winchmore Hill. In addition, a small number of clients came from neighbouring boroughs.

5 Strategic Direction

During 2014/15, we continued to develop the Mind in Enfield offer to help people in their journey to recovery. We engaged in discussions with commissioners to ensure that the organisation has a clearly defined role in the local pathway for mental health assessment, treatment and support. We would not have been able to deliver support to our clients without the help of our many committed volunteers. We will build on our reputation for being an organisation that provides strong support for volunteers in order to ensure the best possible outcomes for our clients. Finally, we will continue to work hard to make the best use of the

resources we have and to ensure the viability of the organisation in the long term by ensuring that we continue to offer good quality, cost effective services and by bidding for funding from both local and national sources alone and in partnership with others. We are continuing to work towards establishing a strong presence throughout the borough of Enfield.

During 2015/16, managers, staff and trustees will work together to develop a 3 year strategy and business plan. This will outline the strategic objectives of the charity and provide a road map for sustainability. It will also provide the basis for implementing a performance management system for the organisation.

Dr Ben Jabuni

Chief Executive Officer.

8th July 2015