



For better
mental health

Mind in Enfield Annual Report 2012/13

Promoting health and wellbeing



**“Very helpful,
supportive, time
to have someone
to listen –
understanding
what I am saying”**

Counselling Client

Chair's Report 2013

Once again the Third Sector has been affected by the adverse economic climate and the cuts in funding at National and Local levels. Funding from the London Borough of Enfield is currently under review, and having put our case strongly, we can only wait and hope for a favourable outcome. The great success was the renewal of the Big Lottery Grant for another four years for our Mind, Body and Soul Project, and thanks go to everyone involved in that work.

The staff and volunteers have worked tirelessly to produce the same level of professional care and support for our clients, at a time when the demands for our services are escalating. We continue to build our partnerships with other local charities, and other London Minds to widen the scope of our work and reach communities in need.

My time as Chair is coming to an end, and I would like to thank everyone involved with Mind-in-Enfield for their hard work, support and friendship.

Margaret Bryant, Chair

**“I would like to
thank Petronella
and her team
at MIND for
helping me”**

Advice Team Client

Philosophy

Mind in Enfield believes that life experiences and the environment we live in can play a major part in influencing our mental health. Our upbringing and the pressures of day-to-day living can have adverse effects on our mental health. Mind in Enfield believes the experience and expression of our distress is individual. All people are valuable, worthy of respect and have a right to be listened to genuinely and heard. Mind in Enfield seeks to acknowledge, respond to and support that individuality. Labelling a person as 'mentally ill' may take away individuality and create a system that can lead to the disempowerment of its users. Mind in Enfield seeks to redress this imbalance of power.

Values Statement

We believe that all people are valuable, worthy of respect and have a right to be listened to and we consider ourselves to be available and receptive, wherever possible, to meet the needs of individuals.

We aim to serve and be solution focused in our work with people and are welcoming and caring in our approach, helping individuals to realise their potential.

We will endeavour to live up to the highest expectations and quality standards in service delivery and realise we help ourselves through helping others.

Sensitivity to cultural diversity and the different needs of individuals is central to our work and we will promote mental health in all aspects of our services.

We work with integrity in all our undertakings, recognising the humanity in all we serve, being realistic about our offer in the community. We strongly acknowledge the rights of individuals and have the courage to make decisions and tough choices for the benefit of the individuals we support.

We strive for fairness, excellence, service and honesty, uphold the concept of continuous learning and seek to be professional in every aspect of our work.

CEOs Report

Mind in Enfield is rising to the challenge...

Mind in Enfield is maintaining its financial viability, stability and position in Enfield as a provider of choice for service users in these uncertain times. Our plans are aligned with national Mind's core programme of work for 2012 – 2016 to help clients to stay well, offer choice, improve services and support and strive for high standards in service delivery. Third sector organisations continue to face unprecedented change due to economic and political drivers – we are consolidating services and seeking all opportunities for growth and partnership working.

Our clients have experienced another year of uncertainty, changes to benefits and cuts to services and street homelessness is increasing each year.

The recession, high unemployment and stigma continue to impact on people's mental health and Mind in Enfield has to be at the forefront of service delivery and integral to the service user pathway to meet needs and fill gaps in the community.

We are responding to needs on a daily basis and even with reduced services in social support we uphold our philosophy, values and quality in service delivery. Referrals to the counselling service and advice team remain high and we secured the necessary funding to sustain provision and embrace new models in service delivery.

We are ready for personalisation encompassing a range of activities, courses and workshops at Fore Street and are running programmes and projects at community venues as part of the outreach strategy to widen our reach to the public and excluded individuals.

Our commitment from staff, volunteers and trustees remains strong and even more important in this time of financial uncertainty. Together we face the challenges. Providing the highest levels of support to help each person on their individual route towards recovery, independence, employment or mental and physical wellbeing is a perennial priority.

As always, I thank our partners and stakeholders in their efforts to support us in sustaining and growing services and I believe that we have a strong relationship with commissioners.

Please contact us if you would like to visit our premises and projects, support our work, volunteer or wish to make a donation!

David Hart

23 July 2013

Strategic Overview

Mind in Enfield's high level vision is to improve mental health of Enfield's residents who experience mental health problems so that they can play a full role as citizens in society and compete for jobs. The major changes as outlined in the Mind in Enfield Strategic Business Plan 2011 – 2013 which we observed over the year are as follows and these are incorporated in the new annual plan for 2013 –15:

- Consolidation and growth of services to meet needs of current and new service users and address gaps in mental health infrastructure in Enfield, eg via outreach centres
- Consolidation of SLAs and grants for key and core services and stabilising income through adherence to income generation/fundraising sub group plans
- Adaptation to the personalisation agenda creating greater choice, independence and opportunities for individuals
- Working more collaboratively with voluntary and community organisations, community venues and agencies for maximising service delivery for clients in Enfield and its environs
- Raising the profile of the organisation and widening scope of provision via wellbeing centres, Mind, Body and Soul project activities at Pymmes Park / external venues in other London boroughs

One of the key aims is to be the provider of choice: to meet the personalisation agenda, statutory agencies and commissioning outcomes has been realised in the successful rollover of SLAs for counselling, advice and social support for the year. In addition, the Advice Team has maintained its longstanding contracts with the North London Forensic Service and The Priory Hospital North London for advocacy provision.

Mind in Enfield aspires to realise the vision and its objectives by providing a holistic model of services and project delivery underpinned by the recovery programme, Quality Management in Mind framework and client centred planning culture across all departments. Services are run and supported by a dedicated workforce and team of up to 60 volunteers at Fore Street in Edmonton and at external venues across the borough.

The expansion of services at Pymmes Park, Edmonton Leisure Centre, Enfield Baptist Church and Edmonton Methodist Church adds value to community resources, improves access for residents and expands high quality low cost services for clients and members of the public wishing to prevent mental ill health and develop emotional resilience.

Current services delivered by Mind in Enfield are reflected in objectives, achievements, outcomes and outputs as follows:

Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
Incoming resources				
Incoming resources from generated funds:				
Donations	5,917	36,292	42,209	37,461
Membership fees	314		314	987
Investment income:				
Bank deposit interest	82	427	509	737
Incoming resources from charitable activities:				
Grants to provide charitable activities		606,309	606,309	576,075
Other incoming resources:				
Café takings		4,413	4,413	9,584
Sundry income	4,870	7,427	12,297	19,327
Total incoming resources	11,183	654,868	666,051	644,171
Resources expended:				
Charitable activities		538,062	538,062	611,583
Governance costs		3,600	3,600	2,900
Management & other costs	12,706	71,854	84,560	77,214
Total resources expended	12,706	613,516	626,222	691,697
Net income / (outgoing) resources	(1,523)	41,352	39,829	(47,526)
Balance brought forward at 1 April 2012	104,824	291,053	395,877	443,403
Transfers between funds				
Balance carried forward	103,301	332,405	435,706	395,877

Balance sheet at 31 March 2013

	2013 £	£	2012 £	£
Fixed Assets:				
Freehold property		366,991		366,991
Mortgage		(366,991)		(366,991)
Other fixed assets at book value		7,062		9,416
Current assets:				
Debtors	11,556		15,846	
Cash at bank and in hand	524,511		512,029	
	536,067		527,875	
Less creditors: amounts falling due within one year:	(107,423)		(141,414)	
		428,644		386,461
Net assets		435,706		395,877
Funds:				
Unrestricted – General Fund		83,301		84,824
Unrestricted – Contingency Fund		20,000		20,000
		103,301		104,824
Restricted		332,405		291,053
Total funds		435,706		395,877

The above is a summary of the accounts for the year ended 31 March 2013. The accounts were approved by the Directors on 10th July 2013 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. Auditors: Anthony Joseph & Co, Suite G34, Business and Technology Centre, Bessemer Drive, Stevenage, Herts SG1 2DX. Bankers: National Westminster PLC, PO Box 8804, 104 / 110 Fore Street, Upper Edmonton, London N18 2YR.



Generic and Turkish Speaking Counselling Service

Objective: To provide low cost English and Turkish speaking counselling services at Fore Street site and at community venues by working in partnership with other VCOs / agencies.

During 2012/13, the counselling service received 620 referrals, 491 in English speaking service and 129 in the Turkish speaking service. Overall, 2570 counselling sessions were provided in the year and the client group reflected the spectrum of Enfield residents in terms of ethnicity. 20 volunteer counsellors have been working for the English speaking service and 3 for the Turkish speaking service. The impact seen in each quarter is in improvements in areas of depression, anxiety and capacity to work. 512 people were registered for psychological therapies and were provided with telephone triage; 379 people entered psychological therapies (clients with first contact appointments); 308 people completed treatment; 241 people moved towards recovery.

The service is being developed to meet needs of the borough's diverse community demographic and still offers a valuable service to those experiencing distress, have experienced or are currently experiencing mental health difficulties. The service has been instrumental in scoping plans for counselling outreach provision on 5 local housing estates for delivery in 2013/14. Funding for the English speaking service has been secured under Section 75(SLA) and by relevant grants. i.e. Lloyds TSB and Trust for London for the Turkish speaking service.

Advice Team

Objective: To provide information, advice and community advocacy and grow services in response to welfare reforms and escalating mental health problems in Enfield.

Presenting issues over the year predominantly related to Disability Living Allowance (DLA) and Employment Support Allowance (ESA) applications, completion of ESA50 forms, benefits checks, access to information, care pathway, housing and homelessness and CPA attendance. The Advice Team has seen an increase in street homelessness (approximately 100% over the year) providing critical advice to this emerging client group. The service is addressing an increasingly anxious client group due to welfare reforms, changes to benefits and specifically the introduction of Universal Credit. In addition to increased levels of mental health problems, the Advice Team administered food vouchers to clients who have no current income which has been a service over and above contractual requirements.

There has been a 37.5% increase in service provision over the year and services provided for 1178 clients consisted of the following:

- 455 clients for Community advocacy
- 298 clients for North London Forensic Service
- 44 clients for The Priory North London
- 31 clients for The North London Clinic
- 350 clients for welfare Benefits

The increased take up of welfare benefits advice in all communities reflects the organisation's ability to improve access and reduce inequalities for clients, which in turn results in improved health and life expectancy.

Mind, Body and Soul Project

Objective: To provide and grow complementary and alternative services by working with statutory agencies and in partnership with other VCOs, public and private sector organisations.

The project has completed its fifth and final successful year. There were 197 assessment forms completed during the year by 185 individuals so some individuals attended more than one course. In compliance with the grant and partnership arrangements, services were delivered across three London boroughs, namely, Enfield, Tower Hamlets and Barnet and services were as follows:

- Acupuncture, Tai Chi and Yoga
- Allotment Gardening and Healthy Living

The project delivered a range of healthy eating and living activities and information sessions including talks, stands at public events and open days mainly in Enfield and Barnet

which were monitored to gauge interest and effectiveness. Tai Chi was delivered in three boroughs namely, Barnet, Enfield and Haringey and complimentary therapies were delivered in Enfield, Hackney and Tower Hamlets. Beneficiaries confirmed that their physical health had improved as a result of sessions received throughout the year with 92.7% stating positive results and 7.3% seeing no benefits to physical health. Equally, mental health had increased with 94.6% citing improvements and 5.4% not seeing any improvements in this area.

The success of the project with positive tangible outcomes for clients is the foundation for an application to The Big Lottery for funding for a similar project in 2013 – 2017 which will widen reach for service users in five London boroughs.

Social support (comprising wellbeing and recovery centre)

Objective: To provide a wide range of social support/ wellbeing services and activities at Fore Street, Pymmes Park and at wellbeing/outreach centres across the London Borough of Enfield.

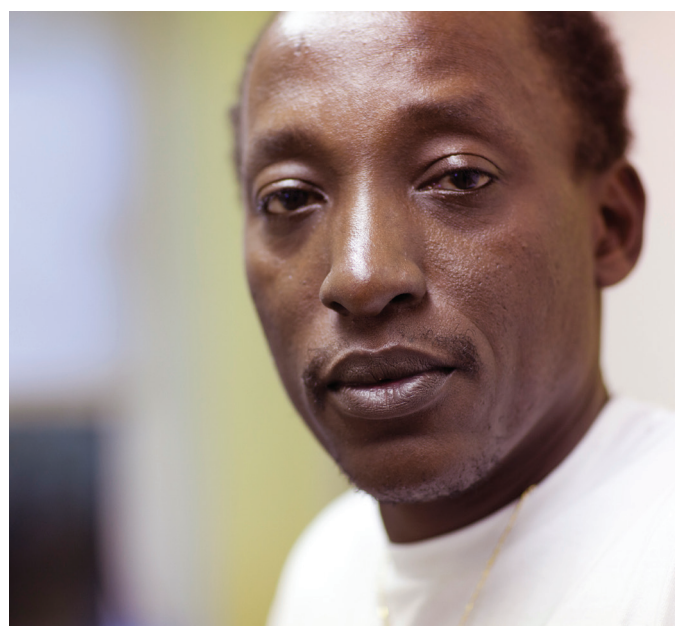
Social support experienced the closure of the volunteer project and café and loss of the receptionist post as part of cost reductions which had an impact on the delivery of the service over the year.

However, throughout the year, the service comprised of open sessions (drop-ins), group sessions, courses, activities, and workshops. 513 individuals attended. As part of Enfield Council's core review/service user questionnaire, approximately 60% forms were completed by social support clients rating high satisfaction in services in respect to the following outcomes:

- Assisting clients to remain independent
- Assisting clients to be healthy and improve self-care
- Increasing positivity, confidence and levels of happiness

Even with a reduced service, the recovery programme provided and continues to provide a person centred approach using The Recovery Star. 8 clients embarked upon the programme – 1 service user experienced reductions in panic attacks, depression and anxiety, attended structured courses and increased confidence to pursue employment.

A total of 15 local people regularly attended sessions at The Wellbeing Centre - Ponders End over the year and paved the way for wellbeing sessions at other community venues and development of a range of new course and taster sessions for members of the public – 10 new individuals attended sessions as part of the wellbeing in the community programme designed to attract new members of the public with mild mental health problems or wishing to build emotional resilience in their day to day lives.



Learning courses

81 learners attended eight courses over the year. Courses included confidence building, yoga, art and fun with writing. These courses are run with the support of Enfield Community Learning.

Volunteering

Following the closure of the volunteer project in autumn 2012, Mind in Enfield is working collaboratively with Volunteer Centre Enfield for maintaining the momentum of the recruitment, selection and placement of volunteers in the services. Approximately 60 volunteers supported the delivery of services at Fore Street, at outreach centres / community venues and as administration support for the wider organisation and increased their knowledge and skills to pursue further training employment or volunteering.

11 new volunteers were referred and allocated to relevant services and 2 are supporting fundraising initiatives at Wilkinson retail outlet – 6 volunteers passed the food hygiene certificate for catering and hospitality duties in the Mind in Enfield café.

Partnerships and Collaborative Working

Existing and emerging partnerships such as the Information, Advice, Guidance and Advocacy (IAGA) Partnership and Health and Social Care Partnership remain the bedrock for the organisation for growing services, generating income and positioning Mind in Enfield across the borough as the provider of choice. Mind in Enfield is an integral part of the service user and community pathway in Enfield for mental health service users and is extending its reach in the sub-region.



For better mental health

Mind in Enfield

Directors and Trustees

All directors of the company are also trustees of the charity and there are no other trustees. Trustees are brought on board to the charity via a variety of ways. This includes formal and informal advertising and promotion of the organisation.

There is a formal application process and the trustees can only be elected by members at the annual general meeting in accordance with the constitution.

Trustees with the requisite skills set are taken on board and where required relevant training is provided as per our policy and procedures.

It must be noted that in matters of decision making procedures, all operational matters are dealt with by senior management whilst matters pertaining to strategy etc. is undertaken by both the Board of Trustees and management.

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

Reserves Statement

The Charity is entirely dependent upon short term grants. The Trustees considered it appropriate to maintain a contingency fund for long term viability. The fund is to be used to finance temporary grant shortfalls, possible costs associated with staffing such as redundancy, long term sickness and possible pension liability. The balance of the contingency funds at 31 March 2013 was £20,000 and a general fund of £83,301.

Risk Management Statement

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

Summary of funders, purchasers and donors

Barnet, Enfield and Haringey Mental Health Trust	The North London Forensic Service
Big Lottery – Reaching Communities	The Priory Hospital North London
Fairshare Trust	Trust for London
LBE Community Learning Service	Lloyds TSB Foundation
London Borough of Enfield	North London Clinic

Acknowledgements

Enfield Baptist Church (gift in kind)
Give a Car Ltd
Keith Black Will Trust
Southgate & Enfield Mind Shops
Wilkinsons

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Enfield
Primary Care Trust



Trust for London
Tackling poverty and inequality

Barnet, Enfield and Haringey
Mental Health NHS Trust



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Registered Charity Number 1054539

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