

## Annual Report 2013/14

# Promoting health and wellbeing



### Philosophy

MiE believes that our life experiences and the environment we live in play a major part in influencing our mental health. 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. MiE seeks to acknowledge, respond to and support that individuality. Labelling a person as 'mentally ill' takes away individuality and creates a system that leads to the disempowerment of its users. MiE 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. We consider ourselves to be available and receptive and wherever possible, to meet the needs of individuals.

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

**“I was very happy with the services from the Advice Team”**

Quote from evaluation form

We 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 promote mental health in all aspects of our services.

We work with integrity in all our undertakings, recognising the humanity in all we serve and being realistic about our offer in the community. We strongly acknowledge the rights of our service users and will work with them so that they can make often difficult decisions about their lives.

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 continues to rise to the challenge...

Last year's Annual Report talked about the need for trustees, clients and staff of MiE to rise to the challenges presented by the recession, high unemployment and the stigma that is often experienced by people with mental health problems. Since then, the country has officially moved out of recession, unemployment has started to fall and the national Time to Change initiative about mental health indicates that some progress has been made with addressing stigma. However, the challenges faced by people with mental health problems and their families, and the organisations and individuals working with them continue to increase.

In October 2013, the Mental Health Foundation published the findings of an Inquiry into the future of mental health services. The report clearly articulates the challenges facing everyone involved in providing good quality mental health care:

*'...understanding better the causes and complexity of mental illness, and its relationship to physical illness; defining their role within the jigsaw of services that make up multidisciplinary health and social care; implementing the best possible evidence based models of care; helping to develop more effective interventions, whether pharmacological or psychosocial; recruiting and training adequate numbers and types of professional staff; involving patients and carers more in care and treatment plans; coping with tight budgets and the perverse incentives that can occur through funding systems; tackling the stigma attached to mental illness; engaging with other areas of public services, such as housing, education, welfare benefits and the criminal justice system; reducing the persistent high levels of mental illness across the UK, and what appear to be increasing levels of comorbidity or multiple morbidity.'*

Source: Starting today: the future of mental health services: Final Inquiry Report, September 2013

They are challenges that MiE staff, trustees and clients have risen to over the last year and are working hard to address, working in partnership with the local community and colleagues in commissioning, the statutory and voluntary sectors.

During 2013/14, MiE has worked hard to implement the Recovery Star, see Figure 1. We have started to build our services around each of the 10 "domains" in order to provide comprehensive support and access to activities for our service users. During 2014/15 this will become 'the Mind in Enfield offer'.

One of our key roles is to provide support to individuals to access mainstream resources and activities including opportunities to work, and we have done this successfully over the past year. The drop-in service through our café and mental health and wellbeing centre is a key element. This allows people to seek support in a setting where they feel that they will be understood and supported so that they can regain the confidence to go out into the communities in which they live. We also provide an information, advice and guidance service



Figure 1: Recovery Star

which is essential if individuals are to be supported to help themselves. Our counselling service helps people to understand and address the mental health problems they face. All our services are equipped to cater for the wide range of needs of Enfield residents who have a diverse ethnic and cultural mix.

## Strategic Direction

During 2014/15 we will develop a 3 year Plan which will:

- Consolidate the MiE offer and the services and support that we offer to help people to recover;
- Build on our relationship with commissioners to ensure that MiE has a clearly defined role in the local pathway for mental health assessment, treatment and support;
- Build on our record of providing strong support for volunteers;
- Ensure that we make the best use of the resources we have in order to ensure the long term viability of the organisation by continuing to offer good quality, high performing, cost effective services;
- Identify sources of local and national funding from both sources and explore options for development including setting up a trading organisation or social enterprise;
- Describe our strategy for establishing a presence in both the East and West of the Borough.

See Figure 2 for Our priorities for 2014/15.

We will be discussing our plans at the AGM on 10th September. We hope that you will be able to join us to review and develop them.

### Fiona Davies

Interim Chief Executive Officer  
9th July 2014

# Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2014 £	Total Funds 2013 £
<b>Incoming resources</b>				
<b>Incoming resources from generated funds:</b>				
<b>Voluntary income:</b>				
Donations	16,089	25,150	41,239	42,209
Membership fees	68		68	314
<b>Investment income:</b>				
Bank deposit interest	71	288	359	509
<b>Incoming resources from charitable activities:</b>				
Grants to provide charitable activities		616,846	616,846	606,309
<b>Other incoming resources:</b>				
Café takings		5,729	5,729	4,413
Sundry income		3,671	3,671	12,297
<b>Total incoming resources</b>	<b>16,228</b>	<b>651,684</b>	<b>667,912</b>	<b>666,051</b>
<b>Resources expended:</b>				
Charitable activities		566,921	566,921	538,062
Governance costs	22,752	3,600	26,352	3,600
Other resources expended	14,078	72,713	86,791	84,560
<b>Total resources expended</b>	<b>36,830</b>	<b>643,234</b>	<b>680,064</b>	<b>626,222</b>
<b>Net income / (outgoing) resources</b>	<b>(20,602)</b>	<b>8,450</b>	<b>(12,152)</b>	<b>39,829</b>
Balance brought forward at 1 April 2013	103,301	332,405	435,706	395,877
<b>Transfers between funds</b>				
<b>Balance carried forward</b>	<b>82,699</b>	<b>340,855</b>	<b>423,554</b>	<b>435,706</b>

## Balance sheet at 31 March 2014

	2014 £		2013 £	
<b>Fixed Assets:</b>				
Freehold property		366,991		366,991
Mortgage		(366,991)		(366,991)
Other fixed assets at book value		10,253		7,062
<b>Current assets:</b>				
Debtors	21,701		11,556	
Cash at bank and in hand	573,069		524,511	
	594,770		536,067	
Less creditors: amounts falling due within one year:	(181,469)		(107,423)	
Net assets		413,301		428,644
		423,554		435,706
<b>Funds:</b>				
Unrestricted – General Fund		62,699		83,301
Unrestricted – Contingency Fund		20,000		20,000
		82,699		103,301
Restricted		340,855		332,405
<b>Total funds</b>		<b>423,554</b>		<b>435,706</b>

The above is a summary of the accounts for the year ended 31 March 2014. The accounts were approved by the Directors on 9th July 2014 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.

# Strategic Overview

## Our priorities for 2014/15

**Engaging with the local community across Enfield,** by ensuring that we understand their needs and have a presence across the borough.

**Building our services and ensuring the financial viability and sustainability of the organisation,** by bidding for funds alone and with others from local and national sources and exploring the potential to generate income ourselves e.g. through the establishment of a social enterprise/s.

Helping to **improve the mental health and wellbeing of Enfield's population.**

Ensuring that **our members and people accessing the services and support that we provide have a strong voice** and are involved in all aspects of the life of MiE.

Developing **strong partnerships with other voluntary sector, statutory and non-statutory organisations** in order to enhance the MiE offer and build capacity within the voluntary sector.

Ensuring that we have a **strong base of volunteers** for whom we provide effective support.

Ensuring that **we monitor the performance and outcomes from our work effectively** and that our services are quality assured.

Exploring **the opportunities that developments in technology offer people with mental health problems** to get support including accessing computer hardware and software.

Ensuring that **the governance of the organisation is strong and effective,** that the Board of Trustees is supported effectively in strategic decision making and that the organisation has strong and effective leadership.

Figure 2: Our priorities for 2014/15

## Counselling Service

**Objective: To improve the mental health of Enfield residents by providing a low cost counselling service that responds to the diverse needs in local communities.**

The MiE 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 2013/14, we concentrated on strengthening our counselling team and improving our assessment processes. This was intended to ensure that the service we offer really is as responsive as possible. We will continue to build the counselling team through 2014/15 so that we have a pool of up to 24 counsellors to draw on. This will enable us to ensure that everyone receives their first appointment within 4 weeks of contacting the service.

During 2013/14, the service provided counselling to 267 clients, and delivered 3,257 sessions. 81% of our clients reported experiencing their counselling as very useful. We provided treatment to people from all corners of the Borough.

## Advice Team

**Objective: To improve the mental health of Enfield residents by providing a specialist information advice and assistance service including advice on complex welfare benefits issues and problems.**

The last year has been a challenging one for people needing help to apply for welfare benefits and those supporting them to do so. Following the start of the process of Welfare Benefit reform a year ago, problems have emerged which are impacting negatively on Enfield residents with mental health problems. There are major problems with the implementation of Employment and Support Allowance (ESA) which have led to many clients waiting long periods of time before they were able to receive an award.

Clients also became concerned when legislation was brought in at the end of October 2013 which affected individuals' right of appeal. The Government has accepted mistakes were made with the implementation of ESA and it is to be hoped that they are looking at the introduction of Personal Independence Payment (PIP) which replaces Disability Living Allowance (DLA) very closely in order to prevent avoidable distress.

We offer welfare benefits advice and assistance at Chase Farm Hospital, Park Avenue Mental Health Resource Centre. We also see clients at our offices in Fore Street, Edmonton. Home visits are carried out where necessary.

As part of the changes introduced during the year, completion of medical questionnaires has become an integral part of the process of applying for benefits. This has led to an increase in the number of questionnaires that the team has helped clients to complete and to increased demands on our staff. However, we continue to support our service users with assistance from the commencement of a claim for benefits through to the appeal process where necessary.

We provide an Advocacy Service for people who are inpatients in the mental health unit at Chase Farm Hospital. The advocacy workers have seen an increase in the level of need and complexity of clients admitted to the hospital. However, they continue to offer a high quality service under very challenging conditions.



Our service is available to clients throughout the Borough. We are now looking at training volunteers for both of our services to enable us to work with hard to reach clients. We will also be discussing the potential for developing the service with commissioners and other organisations across the Borough and beyond.

The table below gives a breakdown of the clients seen by the Mind in Enfield Advice Team during 2013/2014:

Service	Once	More than once
Community Advocacy	161	374
North London Clinic	28	33
North London Forensic Service	273	743
Priory	14	–
Welfare Benefits	308	386
TOTALS	784	1536
Telephone Advice	685	–
Signposted	83	–

## Mind, Body and Soul Project

**Objective: To improve the mental health of Enfield residents by providing and developing complementary and alternative services in partnership with statutory agencies and voluntary, community and private sector organisations.**

During 2013, this Project was successful in having its funding renewed by the Big Lottery Fund for a further 4 years. The Project was established as a partnership between Enfield, Barnet, Haringey, Hackney and Tower Hamlets.

The service delivers 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 and interventions include talks and presentations at public events and stalls and exhibitions at open days across the borough.

Our work in Pymmes Park remains our most popular activity. We have purchased a geo dome to ensure that we can continue to deliver effective services throughout the year i.e. not only during the summer months. The Mind, Body and Soul programme continues to be a core service in the Social Support Service and provides a range of alternative interventions to complement more traditional forms of intervention.

**“ I have found participating in the Personal Development course very helpful. It has given me more knowledge on my own skills and it has helped me bring out my confidence.**

**I am thinking about getting involved in training workshops and volunteering and it has put me in the right direction “.**

## Social Support and Well-Being Service

**Objective: To improve the mental health of Enfield residents by providing a wide-range of services, interventions and activities which are accessible to people living in all parts of the Borough.**

The service delivers the following programmes:

- Recovery Programme
- Drop-In Service
- Volunteer Scheme
- Café
- The Well-Being service (includes Open Days, the Recovery Programme and courses, activities and other interventions)

Improvements in the last year include providing access to computer hardware and software and training in computer literacy for those who do not have their access to their own equipment. This enables them to update their CVs and look for volunteering opportunities, employment, education and further support.

We implemented the ‘Recovery Star’ during 2013/14, training staff and volunteers in its use. The Recovery Star will underpin the work we will do over the next year. The service also developed its outreach strategy, promoting the courses and services offered and MiE as a whole. We have developed partnerships with a number of different organisations e.g. the College of North East London and Beck House Supported Living Service. We plan to build upon these relationships in order to enhance service delivery and develop our services in 2014/15.

## Adult Learning

We support people to recover by providing a range of courses. During 2013/14 we delivered 14 courses and engaged approximately 145 clients. Courses ranged from the creative such as art, through to basic skills such as money management to confidence and assertiveness, and stress and anxiety management.

## Directors and Trustees

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

All directors of the Company are also trustees of the Charity and there are no other trustees. New trustees are found in a variety of ways. They include formal and informal advertising and promotion of the organisation.

There is a formal application process and the Trustees are elected by members at the annual general meeting in accordance with the constitution.

Where required relevant training is provided for our trustees.

All operational matters are dealt with by the CEO and senior managers whilst strategic matters are discussed and agreed by the Board of Trustees following advice from the CEO and senior managers.

## Reserves Statement

The Charity is entirely dependent upon short term grants. The Trustees consider it appropriate to maintain a contingency fund for long term viability. The fund is 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 fund at 31 March 2014 was £20,000 and there was a general fund of £62,699.

## Risk Management Statement

The Trustees of MiE review risks to the organisation annually in line with MiE's Corporate Risk Management Policy. Regular risk assessment ensures that all risks relating to 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.

## Summary of funders, purchasers and donors

Barnet, Enfield and Haringey Mental Health Trust	Lloyds TSB Foundation
Big Lottery – Reaching Communities	North London Clinic
LBE Skills for Work Scheme	Southgate & Enfield Mind Shops
London Borough of Enfield	Wilkinsons
The North London Forensic Service	PJK Charitable Trust
The Priory Hospital North London	Waitrose Ltd
Trust for London	

## Acknowledgements

Enfield Baptist Church (gift in kind)



## Trustees 2013/14

**Chair**  
Colin Carter

**Vice Chair**  
David Gilles

**Treasurer**  
Vacant

**Secretary**  
Colin Carter

## Board of Trustees

Jean Butterworth  
Margaret Dixon  
Louise Gillic (till January 2014)  
Olive Olney  
Ravi Ratan  
Barry Cook  
Laurane Till (from October 2013)

## Management

**Chief Executive Office**  
David Hart (till March 2014)

**Advice Team Manager**  
Petronella Davis

**Counselling Manager**  
Jean Black (till October 2013)  
Anita Gould (from December 2013)

**Finance Manager**  
Janice Chandler

**Social Support Manager**  
Qaisra Khan (till June 2013)  
Delroy E. Ettienne (from July 2013)

## Permanent Staff 2013/14

Gurkan Akyol  
Lauren Barnes  
Martine Drake  
Stephen Fox  
Teresa Fox  
Femi Iyoha  
Valerie Kadras  
Merle Osei  
Phidias Panayides  
Sufia Rahman  
Mark Turpin  
Devang Vaidya (till February 2014)  
Debbie Whitney  
Zehra Yesilkanat

## Mind in Enfield

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