

Annual Report 2014/15

Promoting health and wellbeing



Philosophy

Mind in Enfield (MiE) believes that our life experiences and the environment in which we live, play a major part in influencing our mental health and wellbeing. The experience and expression of our distress is individual and 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.

We endeavour to live up to the highest expectations and quality standards in service delivery.

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.

" The service was very good and it has helped me improve and gain more confidence. I am able to open up more, I am more active, I socialise more. All in all the service has helped me a lot and I feel great and looking forward to life."

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 the right life choices.

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

Chair's Report 2014-2015

The Third Sector has had to face a harsh economic climate and may need to adjust its budgets accordingly. Funding from the London Borough of Enfield is currently still being reviewed, we can only wait and hope for a favourable outcome when the full impact is rolled out.

The staff and our 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 Mind Associations (LMA's) to widen the scope of our work and reach communities in need.

I would like to thank everyone, who in the past year, helped towards achieving the goals that we set out to achieve.

Colin Carter
Chair

CEOs Report

The journey beyond tomorrow...

The charity was able to meet its contractual obligations, delivering services to a high standard and having an overall positive impact on beneficiaries as outlined in the achievements of the services (Counselling Service, Advocacy, Information & Advice Service, Psycho-Social Support and Well-being Service) below.

Mind in Enfield had intended to set out a strategic direction to be embodied in a three-year plan with the aim of:

- Consolidating services delivery
- Building on the relationships with Commissioners
- Continuing to support volunteers in the work they do for the charity
- Continuing to make best use of limited resources to ensure sustainability
- Diversifying funding streams
- Extending the charity's reach in service delivery

Many of these aims will form a part of what we must accomplish in our journey beyond tomorrow, which started on April 1st 2015. This is going to be a tough journey as the road is paved with numerous obstacles and has surprising corners and bends. To overcome these obstacles in negotiating, effectively, the corners and bends before they take us by surprise, we will need to work together as one organisation, but in a division of labour set-up, as we make our way; we will need to invite other people, similar to us in our desired destination, to join us in this journey; we will need to alert by-standers about our journey, the purpose of it, so they can be on the look-out for us; Above all, to succeed in every step of the way in this journey and end up at our desired destination of organisational robustness, we must have enough financial resources, not only to last the length of the journey, but also to have more than enough to live on at the end of the journey. We can then start planning another journey to lead us to a bigger and better destination to enable us to be even more effective in our intervention and support activities.

We have taken the first tentative steps at the start of our journey in reviewing our mission and vision. A mission and vision, but also our values will need to be formally agreed by all internal stakeholders (trustees, staff and volunteers).

Beyond these first tentative steps we have made a strong start in assessing how fit we are as an organisation to undertake this journey littered with hazards on the way. In knowing our weaknesses, we will put strategies in place to make ourselves strong; in knowing our strengths, we will put strategies in place to help in keeping us strong and purposeful; in knowing the threats on the way, we will plan to remove or minimize the obstacles; in being aware of the doors that are open to us on the way, we can plan through which doors we enter and how we use the resources we find.

If we do all these things, and we must do them, we will be running an organisation that is fit for purpose and that purpose is to develop and deliver mental health services tailored to meet the assessed needs of people with mental health problems living in the London Borough of Enfield.

A three-year strategic plan, to capture the essence of this road map, will provide the strategic direction for Mind in Enfield. This will be completed, published and put in place by end of November 2015. In this, our strategic objectives and priorities will be clearly outlined for all areas of our operations. They will all play their full part in working to achieve the strategic plan. The plan will be driven, in the main, by fundraising and income generation.

Dr Ben Jabuni

Chief Executive Officer
June 2015



Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	Total Funds 2014 £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income:				
Donations	13,591	24,919	38,510	41,239
Membership fees	239		239	68
Investment income:				
Bank deposit interest	48	198	246	359
Incoming resources from charitable activities:				
Grants to provide charitable activities		537,187	537,187	616,846
Other incoming resources:				
Café takings		6,079	6,079	5,729
Sundry income		5,830	5,830	3,671
Total incoming resources	13,878	574,213	588,091	667,912
Resources expended:				
Charitable activities		587,238	587,238	566,921
Governance costs	1,100	17,186	18,286	26,352
Other resources expended	82	66,343	66,425	86,791
Total resources expended	1,182	670,767	671,949	680,064
Net income / (outgoing) resources	12,696	(96,554)	(83,858)	(12,152)
Balance brought forward at 1 April 2014	82,699	340,855	423,554	435,706
Transfers between funds	3,825	(3,825)		
Balance carried forward	99,220	240,476	339,696	423,554

Balance sheet at 31 March 2015

	2015 £	£	2014 £	£
Fixed Assets:				
Freehold property		366,991		366,991
Mortgage		(366,991)		(366,991)
Other fixed assets at book value		7,690		10,253
Current assets:				
Debtors	7,096		21,701	
Cash at bank and in hand	424,885		573,069	
	431,981		594,770	
Less creditors: amounts falling due within one year:	(99,975)		(181,469)	
		332,006		413,301
Net assets		339,696		423,554
Funds:				
Unrestricted – General Fund		79,220		62,699
Unrestricted – Contingency Fund		20,000		20,000
		99,220		82,699
Restricted		240,476		340,855
Total funds		339,696		423,554

The above is a summary of the accounts for the year ended 31 March 2015. The accounts were approved by the Directors on 8th July 2015 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 2015/16

Engage with the local community across Enfield

Improve service delivery and ensure financial sustainability

Improve the mental health and wellbeing of Enfield's population

Ensure user involvement in service planning and delivery

Build Strong partnerships

Create an environment in which volunteers play a major part in our work

All our services will be outcome driven

Exploit technology to help our service users

Ensure that the governance of the organisation is strong and effective

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 offering low cost counselling that aims to respond to the diverse needs of Enfield residents. Our overall aim is to make sure that we offer a friendly and caring service and respond to each individual according to their needs.

We are organisational members of, and work within, the guidelines of the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice in Counselling and Psychotherapy and are a BACP accredited service.

“ An excellent service, fantastic and affordable ”

We have achieved our 2014/15 aim and now have 24 counsellors offering a range of counselling approaches working within the team. This means the service will provide within the next year counselling to 216 clients and will deliver 3,456 sessions.

We have recruited a new clinical supervisor and now have a team of 4 supervisors offering 6 supervision groups. We have increased the expertise and knowledge base within the service.



This year we have expanded our evening counselling service and we have increased our assessment counsellors. Everyone who registers with the service is seen for an assessment within 4 weeks. We complete an average of 40 assessments a month.

“ Having a safe space to talk about my problems was helpful. I wanted my sessions to continue ”

This year we aim to build and develop our delivery of group work, offering clients the potential to work therapeutically in a group setting.

“ The assessor was calm and understanding. This was helpful for me ”

We have offered a programme of issue-led counsellor training to support our counsellors. We have offered trainings in working with suicide, self harm and trauma.

Advocacy, Information and Advice Service

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

We continue to work closely with both clients and referral agencies to provide the assistance our client groups desperately need. The changes in the Welfare Benefit Reform are being implemented and amended as deemed necessary by the Department of Work and Pensions. We are working with clients who present more complex needs and / or dual diagnosis.



This is proving to be a very challenging time, but the Caseworkers are rising to the challenge and providing a high quality service to our service users. We anticipate an increase in users, due to the implementation of the Care Act and are ensuring we are best placed to provide the services by attending good quality training courses. We equally expect to attend more SOVA's specifically due to the implementation of the Care Act and have already experienced an increase in requests to attend SOVA's.

“ Overall an excellent service ”

There is a level of uncertainty as the London Borough of Enfield will be putting contracts out for tendering next financial year. Like all other voluntary sector organisation's, we will have to compete for these contracts.

We have had another busy year even though the total number of clients supported has reduced slightly. This is because there was an increase of clients presenting with complex needs who required slightly more interaction to achieve satisfactory solutions.

Advocacy	536
Welfare Benefits	497
Total number of clients seen this year	1033
Total number of telephone advice	619
Unmet needs / signposting	39

We want to ensure we are able to provide a service to hard to reach clients e.g. people suffering from agoraphobia and living in remote parts of the borough.

“ Easy to be referred, worker did as much as possible to help me, now case is resolved ”

We hope to achieve this by building on the good working relationship we have with local voluntary and statutory organisations. In addition to this, we recognize the value of volunteers and aim to train volunteers to assist us in delivering our service.

Psycho-Social Support and Wellbeing 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.

Our service delivers the following:

- Recovery programme
- Drop-in service
- Volunteer programme
- Wellbeing café

Our Wellbeing service offers the recovery programme which incorporates courses, activities and support groups which are designed to enhance and support the emotional wellbeing of clients. During 2014/15, our busy drop-in service has supported approximately 23 clients per day, where they are offered a safe and relaxing environment. We also have a growing range of daily activities including arts and crafts, discussion groups, a late night drop-in and a hearing voices support group.

Adult learning During 2014/15, we have completed 8 adult learning courses where we had 68 learners, beating our annual target of 64. Our courses included personal development, which teaches clients about goal setting and how to write CV's, job applications and attending mock interviews. We also offer our long running creative writing, art and yoga courses and we are about to begin our first dedicated women's group for clients experiencing anxiety and depression.



Volunteers This year we had a group of 21 volunteers supporting our service. This included 5 student placements with George Monoux College who have completed their 100 hours. We are also working closely with SEETEC / job centre plus who provide us with work placements who are preparing to integrate back into the workplace. Three of our volunteers have moved back into work, one is a part time member of staff for MIE.

Wellbeing café Our popular and newly staffed wellbeing café serves nutritious and diverse home cooked food at a subsidised price.

Outreach We are dedicated to linking with a diverse range of communities and institutions within the borough with our outreach work, where we promote our services. One of our main objectives is to work on breaking down the stigma that is attached to mental health, promoting a better understanding of mental health issues in general and providing better coping strategies for those in need.

Mind Body & Soul Project

Objective: To improve the mental health of residents in Enfield and 4 other North East London boroughs (Barnet, Haringey, Hackney and Tower Hamlets), by providing and developing complementary and alternative services in partnership with statutory agencies and voluntary, community and private sector organisations.

“ Making friends, not feeling isolated ”

The Project was refunded by the Big Lottery in the Summer of 2013, and during 2014 we continued to develop the partnership with the Traditional Chinese Medicine organisation to deliver services in the 5 boroughs.

The service successfully engaged with 255 individuals, through a diverse range of occupational health and therapeutic interventions. These included: acupuncture, Chinese medical massage, cooking, gardening, tai chi, trips and walks, and yoga. In addition, talks, presentations and events were held in Enfield and in a number of the other boroughs.

The project activities took place in a range of centres and locations, including Pymmes Park where the Open Mind Community Garden is based. The latter continued to be used by a diverse range of people including those with limited mobility through 'table-top' gardening sessions.

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'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 managers whilst strategic matters are discussed and agreed by the Board of Trustees following advice from the CEO and 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 2015 was £20,000 and there was a general fund of £79,220.

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 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	North London Clinic
Big Lottery – Reaching Communities	Southgate & Enfield Mind Shops
LBE Skills for Work Service	Wilkinsons
London Borough of Enfield	PJK Charitable Trust
The North London Forensic Service	Waitrose Ltd

Acknowledgements

The Challenge
Edmonton Methodist Church
Enfield Baptist Church



Trustees 2014/15

Chair

Colin Carter

Vice Chair

Barry Cook

Treasurer

Tahir Ayaz

Secretary

Colin Carter

Board of Trustees

Margaret Bryant
Jean Butterworth
Margaret Dixon
Olive Olney
Ravi Ratan
Laurane Till
David Gilles
(to March 2015)

Management

Chief Executive Office

Fiona Davies
(Interim CEO May – Dec 2014)

Ben Jabuni
(from Jan 2015)

Advice Team Manager

Petronella Davis

Counselling Manager

Anita Gould
(to Dec 2014)

Anna Sternberg
(Acting Manager
from Jan 2015)

Finance Manager

Janice Chandler

Social Support Manager

Delroy E. Ettienne
(to Aug 2014)

Teresa Fox
(Acting Manager
from Jan 2015)

Permanent Staff 2014/15

Faye Akpula
Lauren Barnes
(to June 2014)
Martine Drake
Stephen Fox
Teresa Fox
Femi Iyoha
Valerie Kadrass
(to May 2014)
Merle Osei
Phidias Panayides
Sufia Rahman
Mark Turpin
Sophie Warren
Debbie Whitney
Zehra Yesilkanat

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