

Annual Report 2015/16

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

2015-2016 has been a tough year for Mind in Enfield, but thanks to all the hard work and dedication of staff, volunteers and Trustees we have weathered the storm and come through strongly, and with a good strategic plan, both short and long term, for the future. The cuts in statutory funding from May 2016 meant that we spent much of the year planning the best way to keep Mind giving the highest standard of care for our clients across all our projects. We were determined to keep our premises open for 5 days a week, but inevitably the number of clients seen and the working hours of many staff have been cut.

We will carefully monitor the effects of the cuts and work closely with all our funders. We continue to fundraise vigorously, and success in that area has meant that our cafe is thriving, and we have plans for a community cafe. We are also expanding our volunteer recruitment and provision of activities to help mental wellbeing and how to cope with stress.

This year we welcomed new members of staff Rose Bell-Gam, Cafe Manager, and Anna Sternberg Counselling Manager, who are both making a big contribution to our moving forward. Leadership is important and in Ben Jabuni we have a dedicated and tireless CEO for Mind in Enfield. At Board level we are looking forward to several new Trustees joining, which will widen our skills base and bring in new ideas and enthusiasms.

I would like to thank all the people associated with Mind in Enfield who make this a happy and united place to be in.

Margaret Bryant

Chair of the Board of Trustees

Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2016 £	Total Funds 2015 £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income:				
Donations	12,348	28,000	40,348	38,510
Membership fees	639		639	239
Investment income:				
Bank deposit interest	52	159	211	246
Incoming resources from charitable activities:				
Grants to provide charitable activities		533,894	533,894	537,187
Other incoming resources:				
Café takings		10,000	10,000	6,079
Sundry income		7,612	7,612	5,830
Total incoming resources	13,039	579,665	592,704	588,091
Resources expended:				
Charitable activities	4,326	579,816	584,142	671,949
Total resources expended	4,326	579,816	584,142	671,949
Net income / (outgoing) resources	8,713	(151)	8,562	(83,858)
Balance brought forward at 1 April 2015	99,220	240,476	339,696	423,554
Transfers between funds				
Balance carried forward	107,933	240,325	348,258	339,696

Balance sheet at 31 March 2016

	2016 £		2015 £	
Fixed Assets:				
Freehold property		366,991		366,991
Mortgage		(366,991)		(366,991)
Other fixed assets at book value		5,768		7,690
Current assets:				
Debtors	8,553		7,096	
Cash at bank and in hand	393,630		424,885	
	402,183		431,981	
Less creditors: amounts falling due within one year:	(59,693)		(99,975)	
Net assets		342,490		332,006
		348,258		339,696
Funds:				
Unrestricted – General Fund		87,933		79,220
Unrestricted – Contingency Fund		20,000		20,000
		107,933		99,220
Restricted		240,325		240,476
Total funds		348,258		339,696

The above is a summary of the accounts for the year ended 31 March 2016. The accounts were approved by the Directors on 17th August 2016 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.

CEOs Report

Where are we now

Last year we set out on a journey to sustainability, knowing that this journey would be difficult, even rough, but which we hoped would take us to a destination where we would feel that we have accomplished our goals. This report is a review of how well we have travelled, one-third of the way down the road, in overcoming some of the difficulties of the journey and achieving the goals we set out to achieve.

We aimed:

To consolidate services delivery

We needed to consolidate service delivery to ensure that we are doing the right things and doing things right. In consolidating service delivery we needed to ensure that all our intervention activities are of a high quality, meeting need and carried out in locations that users can easily access. We also needed to foster better and closer working relationships with all stakeholders, paying particular attention to our partners and funders. To achieve these goals, we established a service and quality improvement sub-committee charged with the responsibility of regularly reviewing the charity's policies and monitoring quality and standards of service delivery. Much was achieved. All objectives were achieved in relation to quality and service standards – we met all the quality criteria of the London Borough of Enfield, one of our major funders; we were awarded the Mind Quality Mark (a certificate of recognition) for running an organisation that fulfils all the quality criteria of National Mind; our counselling service was re-accredited for a further five years by BACP for fulfilling all the professional practice criteria of this external regulatory body.

To Support the work of Volunteers

Strategically, Mind in Enfield considers volunteers and volunteering to be the life blood of the charity, and during the course of the year, has been laying the recruitment and training foundations to achieve this objective. The Board of Trustees has agreed to the establishment and development of a part-time post of Wellbeing Centre and Volunteer Coordinator (to be funded from existing resources). The post holder, to be recruited in August/September, will be responsible for coordinating the work of volunteers and facilitating user participation in a range of wellbeing activities.

To make best use of existing resources towards achieving sustainability

In the course of the year, the charity's funding circumstances changed with one of our major funders

finding it necessary to cease funding our core costs. The charity responded to this by repositioning it to ensure the subsequent loss in staff hours did not damagingly affect the quantity and quality of service delivery. Staff have generally rose to the challenge of this and, although demoralising, have worked hard to support the implementation of the changes.



To diversify our funding streams

Mind in Enfield recognises that diversifying funding streams is an important factor for achieving sustainability. It has therefore set up a fundraising sub-committee, which meets regularly and has responsibility for creating and implementing a fundraising plan. We now have a plan, embedded in the charity's three year strategy with key objectives, including the need to identify appropriate Trusts and Foundations to approach for funding and to identify and approach at least two companies (commercial organisations) to establish a system of payroll giving.

To extend our reach in service delivery

During the course of this year Mind in Enfield has been forging links with local statutory and voluntary organisations, and has made strides in identifying possible out-reach locations in the borough at which wellbeing activities can be undertaken with people who have mental health problems closer to where they live. We are currently in talks with Ordinance Road Library about securing space to carry out wellbeing activities, including bibliotherapy as a pilot project.

Our most notable overall achievement this year is that we have repositioned Mind in Enfield in response to very severe changes in its operating environment. This repositioning has had a significant impact in raising the profile of the charity and this has been enhanced by revamping the website. We feel optimistic that in the year ahead we will achieve all our key objectives and move beyond that towards becoming a competitive and sustainable organisation.

Dr Ben Jabuni

Chief Executive Officer
June 2016

Strategic Overview

Counselling Service

MiE Counselling Service is a multi-cultural service offering low cost counselling that aims to respond to the diverse needs of Enfield's residents. Our overall aim is to make sure that we offer friendly, approachable and high quality service and respond to each individual according to their needs.

We are organisational **member** and **accredited** by British Association for Counselling and Psychotherapy (BACP). We work under the high standards that BACP set in regards to Ethical Framework for Good Practice in Counselling and Psychotherapy.

During the year 2015/16 we achieved and exceeded our aims:

- The Service offered 2766 counselling sessions to individuals who were seen an average of 16 times.
- Around 245-250 individual counselling sessions were offered each month.
- We also responded to numerous requests for support and guidance from local social services, as well as from GPs and others in the mental health field.
- We ran an anger management and 2 anxiety support groups.
- The work we do stands out from the IAPT model and according to service users it seems more appreciated by them as we offer 16 sessions and not 6.
- We also continue to offer the opportunity to return to our services after their discharge from counselling after 3 months.
- We are careful to work efficiently and keep waiting times for counselling as low as we can. Thus, the waiting period varies according to the service users' availability.
- According to our evaluation **during and after the counselling contract 88%** of our service users felt that the sessions were beneficial. That they had just about the right amount of sessions and that they felt more equipped to face their challenges.
- **75% of those that completed** their counselling contract reduced their symptomatology.

**"16 weeks was a good amount of sessions...
Mind, you have really helped me to start
to work towards a better life, thank you x"**

The department has 22 counsellors offering a range of counselling approaches working within the team. Therefore, the Counselling Service will provide within the next year counselling to 250 clients and will deliver 3550 sessions.

"Fantastic service – I am very thankful indeed"

We have recruited a new counselling manager. We have also managed through our clinical senior team to increase the expertise and knowledge base within the service. Hence, we do respond fast to those register with the service. The new registers will be seen for an assessment within 4-6 weeks. Finally, we complete an average of 40 assessments monthly.

**" I am very very happy with D. my counsellor,
She helped me to find my life. I am happy now
and I can cope better"**

All quotes are from clients

We conduct a follow-up survey of all users of the Service following the end of their counselling. This year our return rate was 15%. The comments are mostly very encouraging, and reveal high levels of satisfaction with users' experience of the Service, with the main results shown below:

- 90% indicated that they felt happy with how it was handled.
- 76% indicated that this was an issue for them, as they had to wait more than 3-4 weeks.
- 100% indicated that we dealt with the availability request efficiently and there was no issue with that.
- 95% stated that counselling was beneficial. 5% stated that counselling did not help them to cope with their presenting issues.
- 99% stated that they would take up counselling in MiE again.
- 96% stated that they have received the right amount of counselling sessions. The 4% mentioned said that they would benefit from more sessions and 16 session contract was not enough for them.

This year we aim to build and develop our delivery of group work, offering the clients the potential to work therapeutically in a group setting. We also aim to expand our counselling services to young adults aged 16 and above.

We have offered a programme of issue-led counsellors' training to support our counsellors to deliver high quality services.

"There was a great emotional & mental Shift"

Aims for The Forth-Coming Year

- To keep monitoring the service and improve the quality of the counselling services.
- Engage with the local community in Enfield.
- Build relationship with the local community.
- To develop further projects to meet the community needs.
- To create easily accessible services.
- To utilize technology to reach the community and facilitate a safe environment for users to reach their potentials.

Advocacy, Information and Advice Service

The team continues to focus on ensuring a consistent high quality service is provided to our service users. From the previous reporting period, there has been an increase in the amount of clients we are seeing who have both mental, physical health issues as well as learning disabilities. In the last report, we indicated that this year would be challenging because of the increase admittance on wards of clients with complex care needs. This is now the reality of working with clients on wards and unfortunately our caseworkers are witnessing a lot of violent behaviour on wards on a regular basis.

Welfare Benefits: Personal Independence Payment (PIP) has now replaced Disability Living Allowance. Successful award of this benefit is point based and most of our clients are not awarded the appropriate number of points by Decision Makers to enable them to be awarded PIP. A lot of time is now taken up requesting Mandatory Reconsiderations.

“Keep up the great work, Thank you”

To date, we have a very high success rate in these reconsiderations. The other relevant issue is that clients now have to attend medical reviews as part of the PIP process. This is very difficult for many of them, as they are requested to attend at different parts of London and in Essex. No consideration is given to the problems clients have travelling and we are now having to make contact with the offices dealing with medical reviews to arrange reasonable alternative offices for our clients to attend.

Advocacy: Our Advocates continue to provide a service throughout the Borough and at Chase Farm Hospital. There has been a noticeable increase in family and safeguarding cases. With the lack of social housing available, our Advocates are spending a lot of time assisting clients to access reasonable affordable accommodation. This is proving to be difficult as private rented properties are limited for individuals who are in receipt of welfare benefits and of the few available, many are below the “reasonable” standard. This of course has a knock on effect on service users’ mental health as this is a very stressful situation to deal with.

“Very good service, worker was very helpful”

Litigation Friend: We are now acting as a “Litigation Friend” to clients who lack capacity and do not have either family or friends to represent them. These cases are very complex and time consuming. However, it is vital that we continue to do this work to ensure individual rights are considered.

There has been a reduction in the amount of clients we have seen this year, however, because cases are more complex, we are spending more time on each case.

The table below gives a breakdown of the numbers of clients supported for 2015/2016.

Advocacy	468
Welfare Benefits	257
Total number of clients seen this year	725
Total number of telephone advice	441
Unmet needs / signposting	16

Psycho-Social Support and Wellbeing Service

The social support and wellbeing service is designed to stimulate and promote the mental and physical wellbeing of users and can be accessed by all drop-in users. The programme of activities is varied, including board games, yoga, swimming, gardening, outings, cookery classes, relaxation and many others that encourage interpersonal communication interactions amongst users.

The social and wellbeing programme is strongly supported by volunteers. Volunteering support for most aspects of our work continues to be central to achieving our objectives. We have plans to increase the role of volunteers and, as a consequence, the charity will be recruiting a volunteer coordinator in the autumn to oversee the recruitment, development and management of volunteers. We have worked closely with Seetec in the past year and have been able to offer 20 week placements for 5 Seetec clients in

roles covering reception desk, PA to the CEO and café support. This programme has been beneficial to both parties and 50% have gone into employment. We are continuing to support this programme in 2016.

During the course of the year we supported an average of 25 users of the service per day, a slight improvement over that (23) in 2014/15. The number of volunteers working in the service remained largely the same at 21 in the early and middle parts of the year, and only falling away slightly towards the end. Our Wellbeing Café is integral to our social and wellbeing support service and is currently the subject of planned development and expansion (extending the service to the general public) as the charity seriously considers establishing it as its self-financing business arm. It continues to provide hot, nutritious and freshly cooked meals for users, staff and others. The average number of people our café provides hot meals to has now exceeded 65 per week. The café also continues to serve as a facility for courses on bakery & cookery delivered under a Big Lottery grant, which funded our Mind, Body & Soul project.

The accommodation from which the social and wellbeing service is delivered benefited from a Give and Gain Project, which brought together a number of organisations and companies (Waitrose, Royal Bank of Scotland, John Lewis Partnership, London Borough of Enfield, College of North East London) working together in partnership with Mind in Enfield, to redecorate and furnish it. This is an on-going partnership.

One of our strategic objectives is to extend our reach, in service delivery, by establishing wellbeing hubs throughout the London Borough of Enfield. These outreach facilities, it is hoped, will deliver a comprehensive range of social and wellbeing activities to local people

Learning Courses

Mind in Enfield was funded by Enfield Skills for Work programme for the year 2015/16 to run seven courses, personal development, yoga and art. 64 learners benefited from this programme. We also delivered a 10-week ukulele course, which was preceded by a successful “taster” course. This new musical addition developed into a popular and enjoyable activity, and because of the positive influence this has had on the mental and physical health of our users, we plan to incorporate it as one of the social and wellbeing activities we will deliver in future.

Mind Body & Soul Project

“I have had a great personal shift from doing the course and feel a little more confident and self aware.” (Stress reduction)

The Project was refunded by the Big Lottery in the Summer of 2013, and during 2015 continued to develop the partnership with the Traditional Chinese Medicine organisation to deliver services in the 5 boroughs in association with other local organisations.

The service successfully engaged with 260 individuals, which was 4% over target. All activities were delivered as planned, these were as follows:

- Traditional Chinese Medicine sessions have been delivered in 3 locations in North London (Enfield, Hackney and Tower Hamlets)

- 3 sets of gardening courses were delivered in 2 locations in North London (Enfield and Haringey);
- 196 sessions of physical exercise (swimming, tai chi, and walking / trips) were delivered in 3 locations in North London (Barnet, Enfield and Haringey);
- 9 healthy living courses (3 stress reduction and 6 cooking on a budget) were delivered in 2 locations in North London (Enfield and Haringey);
- 18 health information workshops were delivered in 2 locations in North London (Barnet and Enfield).

“Attending activities at Mind has helped me enjoy each day more” (Cooking)

The outcomes for the participants were very positive, for example: 97% cited sessions helped them feel physically better; 90% stated their psychological state had improved; and all that took part in group sessions reported they enjoyed the social aspects.

“Everyone is kind & helpful. The service has helped me.” (Walks & Trips)

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 2016 was £20,000 and there was a general fund of £87,933.

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

Acknowledgements

The Challenge
College of North East London
Edmonton Methodist Church
Royal Bank of Scotland
Waitrose Ltd



Trustees 2015/16

Chair
Margaret Bryant
(from Sept 2015)

Colin Carter
(to Sept 2015)

Vice Chair
Barry Cook
(to Feb 2016)

Treasurer
Tahir Ayaz

Secretary
Colin Carter

Board of Trustees

Margaret Bryant
Jean Butterworth

Margaret Dixon
(until Sept 2015)

Olive Olney
(until Sept 2015)

Ravi Ratan
Laurane Till

Management

Chief Executive Office

Ben Jabuni

Advice Team Manager
Petronella Davis

Counselling Manager
Anna Sternberg

Finance Manager
Janice Chandler

Social Support Manager
Teresa Fox
(Acting Manager to June 2015)

Permanent Staff 2015/16

Faye Akpalu

Terese Desira

Martine Drake

Teresa Fox

Femi Iyoha

Carol Lief

Merle Osei

Phidias Panayides

Sufia Rahman

Mark Turpin

Sophie Warren
(to May 2016)

Debbie Whitney

Zehra Yesilkanat

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Registered Charity Number 1054539

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