

Annual Report 2016/17

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.

"Mind has helped me to understand my problems and find ways to work things through"

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.

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

Like all other organisations in the Voluntary and Community Sector in Enfield, Mind in Enfield is facing the challenge of diminishing funding opportunities. This year, therefore, a lot of our time and energy has been taken up in ensuring that our finances are on a stable and healthy footing. This endeavour has produced some encouraging outcomes. The

generosity of local stores, businesses and organisations, the friendship and partnership working with other local charities, and the skills learnt in the new tendering and commissioning strategies are all hopeful signs.

The heart of our work remains unchanged with the continuing delivery of excellent advice, advocacy, information and counselling services in a safe and welcoming Wellbeing (drop in) Centre, at Fore Street and in Pymmes Park.

The measure of our success lies in the difference we make to our clients' lives. We have plans to widen and diversify our work over the next three years to provide a borough wide service for all people in need of support, working in partnership with others.

I would like to thank everyone involved with Mind-in-Enfield, the Trustees, staff, volunteers, members and friends.

Margaret Bryant
Chair of the Board of Trustees

Statement of Financial Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2017 £	Total Funds 2016 £
Incoming resources				
Incoming resources from generated funds:				
Voluntary income:				
Donations	9,936	23,896	33,832	40,348
Membership fees	432		432	639
Investment income:				
Bank deposit interest	37	110	147	211
Incoming resources from charitable activities:				
Grants to provide charitable activities		509,874	509,874	533,894
Other incoming resources:				
Café takings		12,989	12,989	10,000
Sundry income		9,969	9,969	7,612
Total incoming resources	10,405	556,838	567,243	592,704
Resources expended:				
Charitable activities	4,944	521,097	526,041	584,142
Total resources expended	4,944	521,097	526,041	584,142
Net income / (outgoing) resources	5,461	35,741	41,202	8,562
Balance brought forward at 1 April 2016	107,933	240,325	348,258	339,696
Transfers between funds				
Balance carried forward	113,394	276,066	389,460	348,258

Balance sheet at 31 March 2017

	2017 £		2016 £	
Fixed Assets:				
Freehold property		366,991		366,991
Mortgage		(366,991)		(366,991)
Other fixed assets at book value		4,326		5,768
Current assets:				
Debtors	74,808		8,553	
Cash at bank and in hand	348,352		393,630	
	423,160		402,183	
Less creditors: amounts falling due within one year:	(38,026)		(59,693)	
Net assets		385,134		342,490
		389,460		348,258
Funds:				
Unrestricted – General Fund		93,394		87,933
Unrestricted – Contingency Fund		20,000		20,000
		113,394		107,933
Restricted		276,066		240,476
Total funds		389,460		348,258

The above is a summary of the accounts for the year ended 31 March 2017. The accounts were approved by the Directors on 12th September 2017 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

Our achievements in 2016/17

Last year we reported on where we had got to on our journey of sustainability. We had been working to consolidate services delivery, support the work of volunteers, make best use of existing resources, diversify our funding streams and extend our reach in service delivery. As we have achieved almost all these five objectives, this year's report focuses on the challenges that remain and how we seek to tackle them.

Our current service delivery and the challenges we face.

The services we deliver and which we set out to consolidate include, counselling, psycho-social support, advocacy, information & advice. To make these services secure we had to work very closely and in partnership with funders, adhering consistently to all agreed quality standards. We also stayed in close consultation with our users to ensure that our delivery was consistently meeting the identified need. The specific achievements in all the areas of our work are outlined below under each service.

Notwithstanding our achievements in the consolidated services that we offer, one of our major funders, Enfield Council, gave notice that it would be recommissioning the voluntary and community sector to deliver services under contract with specific outcomes. The council also indicated that it preferred to commission partners rather than individual organisations. This was a major challenge to which Mind in Enfield rose and has joined with other local voluntary organisations, in partnerships, to tender for the outcomes based services which the council would like providers with new contracts to start delivering from

December 2017. By the time we arrive at this point, we will know if we will be in a position to continue to deliver the same services, in the same quantities and of similar quality. The type, quantity and quality of services we deliver are inextricably linked with the financial resources available. The Council has recently implemented cut-backs and this will inevitably and negatively affect. The work we do in psycho-social support, advocacy, information and advice.



Transforming our counselling service.

Our other major funder, Enfield Clinical Commissioning Group (CCG), in its commissioning intentions, has laid out four priority areas (Crisis café, IAPT network, Primary Care Link workers, Wellbeing Centre) in which it would commission services from the voluntary and community sector. Following discussions between Mind in Enfield and the CCG, we are now working to achieve IAPT accreditation for our counselling service. From November/December 2017, Mind in Enfield will join an Enfield IAPT network and our counselling service, in the main, from then on, will be delivered using the IAPT model.

The year ahead and beyond is full of uncertainty but armed with a road map, which was developed by trustees and staff on a strategic planning away day, we are reasonably optimistic that we can navigate our way to a position of readiness to embrace and manage change.

Dr Ben Jabuni

Chief Executive Officer
June 2017

Strategic Overview

Counselling Service

MiE Counselling Service offers low cost counselling that aims to respond to the diverse needs of our clients. The Counselling Team is well established and have a good track record of providing high quality services to service users. We have a positive and empowering approach towards disability and working with mental health issues. This reflects in our workforce and ensures that we have an accurate representation of the local community in Enfield.

Our overall aim is to make sure that we offer a safe, non-judgemental and confidential environment, approachable for all and a high-quality service responding to each individual according to their needs.

We are an accredited service by the British Association for Counsellors and Psychotherapists (BACP). The work we deliver is based on the high standards that BACP sets in regards to the Ethical Framework for Good Practice in Counselling and Psychotherapy.

All quotes are from clients

During the year of 2016/2017 we achieved and exceeded our aims:

- The service offered 280 individual sessions each month.
- Around 3360 sessions were offered to individuals who were seen an average of 16 times.
- We have responded overall to 485 individual referrals.
- We also responded to several requests for guidance and support from local services as well as GPs and others in the mental health field.
- We expanded our services by offering emotional support to adolescents from 16yrs and above.
- We ran a men's anger management group and a women's depression and anxiety group.
- We regularly monitor our waiting list and ensure that cases that need priority treatment receive this. The waiting period varies according to the service user's availability.
- The work we do stands out from the IAPT model and according to the majority of the service users it seems more appreciated by them as we offer 16 sessions and not 6.
- We organised open days and workshops in the local community to raise awareness on mental health issues.

- We attended outreach events to Schools, Colleges, GP practises and local hospitals.
- We provide relevant information and signpost to local community organizations in order for clients to engage in different activities and groups. Our aim is to enable service users to become active members of the society they live in.

The department has 20 counsellors offering a range of counselling approaches working within the team. Based on the nature of the counselling work and the follow up feedback after the termination of the service users' counselling contract it appears that we have increased their resilience to challenges and therefore they can utilize what they explore in their sessions and not experience mental health issues.

“My sessions have helped me develop new ways of managing stressful situations, my emotions and reactions have become more regulated”

According to our evaluation during and after the counselling contract:

- 94% stated overall satisfaction from our services.
- 95% indicated that talking in counselling helped them to understand their difficulties.
- 97% indicated that counselling helped them cope with their difficulties.
- 99% indicated that their appointment was scheduled at a time convenient for them.
- 91% stated that the waiting time for counselling to start was reasonable, a significant improvement from our survey last year.
- 96% stated that they would take up counselling in MiE again.

This year, we have managed to decrease the waiting times from assessment to 1st session. Hence, clients enter therapy within 4-5 weeks after their assessment. We have achieved this by consistently offering 44 assessments monthly. In supporting our counselling team to deliver high quality services, we offered 4 Continuous Professional Development (CPD) workshops to our counsellors, facilitated by senior experienced practitioners on: The therapeutic element of money, Working with Adolescents, Symbolism and Mindfulness.

“I felt I gained a lot of clarity about my life in general. My counsellor was amazing and made me feel like I could speak my mind freely without and doubt or worry”

Aims for the Forth-Coming Year:

- To continue monitoring the service and improve the quality of the counselling services.
- To reduce the waiting period from referrals to 1st session by responding to new referrals within 2 days of initial contact.
- Engage with the local community in Enfield by attending outreach events and building relationships with the local community.
- To continue building service users' self-esteem and confidence to become active members of their society.
- To expand and develop the delivery of more groups to meet the community needs.
- To ensure that we engage effectively with users, canvass the views of the those who access the service and create an accessible and safe environment for them to reach their potentials.

Advocacy, Information and Advice Service

The Team continues to offer high quality services to the community. The main areas of work we receive requests for are welfare benefits, advocacy and housing issues.

This period, there has been a decrease in the amount of clients seen as a direct result of a reduction in working days. This has also impacted on our ability to see clients quickly and our waiting lists have increased. However, despite this, the majority of our clients are prepared to wait to see us rather than us signposting them to other service within the borough.

Last year, we raised our concerns about the increase of clients presenting with challenging behaviour both on wards and at our office. There has not been any great shift from this as there are more people requiring help who present with challenging behaviour and require assistance with complex issues.

Welfare Benefits: As reported last year, Personal Independence Payment (PIP) continues to be one of the main areas where clients require assistance. The majority of clients have to request Mandatory Reconsiderations and many are now awaiting appeal dates. We only progress to appeals if the evidence shows our clients have good cases and an award should have been made to them. At the moment waiting period for appeals is up to a year. This gives some indication as to the quantity of cases awaiting appeal dates. Throughout this waiting period, clients experience anxiety which is very difficult for them, this in turn has a negative impact on their mental wellbeing.

It has also become increasingly difficult to get a call back from the Department for Work and Pensions. When the call back scheme was first implemented, a three hour call back was facilitated, this has now changed to a twenty four hour call back as they were unable to reach this target, unfortunately however the twenty four hour call back is totally inadequate as they cannot keep to that either! This makes communication with them very difficult as this is the only process to lodge a complaint or get personal action taken on clients' behalf and it is clearly inadequate.

“This is an invaluable service, which has helped me more than once. Without the support provided, I do not know if I would have coped or even survived”.

Advocacy: Our Advocates continue to work hard to meet the needs of our clients. Housing cases, particularly homeless cases make up the major part of the work provided. There has been a decrease in the amount of clients seen this year as a direct result of reduced hours. However, from the 338 clients seen once, they have been seen 883 times in total. This indicates that the cases are more complexed and more time consuming in reaching an acceptable conclusion. The waiting list to see an Advocates has increased and in line with welfare benefit provision, the majority of clients stay on our waiting list until they can be seen rather than seek assistance elsewhere. We have not been able to attend as many safeguarding cases; tribunals and ward rounds as requested as we have less capacity with reduced hours.

Continuing Health Care: We have a fixed term contract with the CCG to provide Advocacy Support to patients, families/ carers on two dementia wards at Chase Farm Hospital. The Advocates attends meetings and sit in on assessments to ensure clients rights are taken into consideration and that families/carers have a clear understanding of what is happening and are able to express their concerns if necessary. The Advocates have built

up very good relationships with the client group and strong working relationships with the staff. The ultimate aim is to ensure that the clients are offered accommodation suitable for their needs whether it be in a residential care home or if appropriate in their own homes.

The table below gives a breakdown of the numbers of clients supported for 2016/2017:

	No of clients seen	No of times seen
Benefits	273	335
Advocacy	338	883
	611	1218

	No of clients	Unmet Needs
Telephone Advice	492	
		55

Psycho-Social Support and Wellbeing Service

Social Support has continued to grow and expand.

We have noticed that service users' participation in all activities has increased marginally this year and, in particular, the use of our wellbeing café has increased as we prepare to extend its use to external customers.

For the year 2016/2017, we have continued to encourage user participation in the following activities:

- Book club on Fridays
- Current Affairs discussion group on Tuesdays
- Drop in to participate in social activities on Wednesday evenings.
- Relaxation classes on Thursdays
- Hearing voices group on Mondays
- Women's Group on Fridays – knitting and sewing
- Creative therapies (Arts & Crafts Workshop on Mondays)
- Bingo on Thursdays
- Chess club on Mondays
- Jewellery workshop on Mondays
- Wellbeing head and shoulder massage
- We also ran a sewing project which was very productive and pictures of results are available.

During the course of the year we have supported an average of 31 service users **per day** in the drop in and 13-8 for activities **per day**.

Learning Courses

We have this year secured a contract with Barnet and Southgate College to deliver mental health education and awareness courses and we expect that this arrangement will continue into the future.

We deliver an evening Art course on Tuesday evenings. This is an excellent opportunity for those who want to explore the art of painting and drawing and use it as a medium through which to communicate ideas.

Our Personal Development course on Tuesday afternoons is aimed at addressing personal development needs, engaging participants with each other, discussing current issues as well as assisting participants to be more confident in their lives and feel able to engage with their local communities

more effectively. The course also supports users in cv writing, interview skills and advice in further education generally.

At the time of writing this report we had planned 3 workshops aimed at adults with children with mental health difficulties to be run in September 2017 following a similar course, which was successfully run in July 2017.

The courses were advertised in local shops, mosques, churches, job centres. We also had a consultant who attended to observe and gave positive feedback regarding the content and impact that she observed on participants at the end of the course.

Comments we have received:

"I have identified my goals and objectives for the future. I know how to access information and improve my job skill"

"I have learnt how to be kind to myself and how to manage my anxiety and stress triggers"

"I previously had no art experience, but this was fun and I felt under no pressure to be perfect. Will definitely continue this as a hobby and stress release."

We have established a relationship with Waltham Forest to deliver further workshops for staff and students in November.

Funded Workshop was delivered on the 7th July at Barnet and Southgate College by Ravi and Jean on mental health awareness for employees. This is on-going as they wish us to address tutors and young adults.

The number of people volunteering to support our users engaged in our activities has increased, Placement students have proved very fruitful and contributed greatly to drop in support, the café and reception. We have been approached by both George Monoex and CONEL who keen to employ our experience and expertise in their Health and Social Care Courses.

In the coming year, we plan to expand the range of our wellbeing activities to ensure that they are specifically tailored and all participate derives benefit.

Mind Body & Soul Project

The project continued to deliver wellbeing activities and courses across 4 North East London boroughs, they were:

- Traditional Chinese Medicine in Barnet, Enfield and Tower Hamlets;
- Gardening courses in Enfield and Haringey
- Physical exercise sessions of swimming, tai chi, trips and yoga in Enfield and Haringey
- Healthy living courses of cooking on a budget, and stress reduction in Enfield and Haringey
- Information workshops in Barnet and Enfield

"Enjoyed it and started to speak in a group."

"Very useful in understanding the problems I have been through. I would like to use this service again."

"I found the course beneficial and am feeling positive moving on."

The project saw an increase in beneficiaries with 308 this year, compared to 260 the previous year. The outcomes for the participants that responded were very positive, as

follows: over 90% improved their physical health; 80% had improved psychological well-being; 100% improved their social interaction and / or introduced routine into their lives.

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 2016/17

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Margaret Bryant

Vice Chair
Laurane Till

Treasurer
Tahir Ayaz

Secretary
Colin Carter
(to Aug 2016)

Ravi Ratan
(from Sept 2016)

Board of Trustees

Tahir Ayaz
Rachel Barlow
(from Sept 2016)

Margaret Bryant
Jean Butterworth

Colin Carter
(until Sept 2016)

Christine Dunbar
(from Sept 2016)

Omer Osman
(Sept – Dec 2016)

Ravi Ratan
Laurane Till

Michael Walsh
(from Sept 2016)

**Management
Chief Executive
Officer**

Ben Jabuni

**Advice Team
Manager**

Petronella Davis

Counselling Manager

Nikolaos Souvlakis
(to Jan 2017)

Maria Emmanuel
(from Mar 2017)

Finance Manager

Janice Chandler
(to Nov 2016)

**Wellbeing Centre
and Volunteer
Coordinator**

Jean Passley
(from Oct 2016)

Permanent Staff 2016/17

Faye Akpalu
(to July 2016)

Rose Bell-Gam

Terese Desira

Martine Drake

Suhayla Greenwood
(from Aug 2016)

Femi Iyoha

Carol Lief

Merle Osei

Phidias Panayides

Sufia Rahman

Debbie Whitney

Zehra Yesilkanat

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