

Mind in Enfield
Annual Report
2018 - 2019

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Mind in Enfield Annual Report 2018-19

Foreword by Michael Walsh Vice Chair Trustees

The need for Mind in Enfield to bring help to a suffering community has never been greater. Our borough's population continues to grow as do the stress and strains arising from increasing inequality, insecurity of accommodation for many, and pressures on public services. In spite of continuing financial constraints in the last year Mind in Enfield has extended its reaching out to Enfield's diverse community, offering a range of professional services to help people individually cope with their mental health issues and to empower them to rise above them with renewed hope and enhanced self-respect. Mind in Enfield has campaigned actively to break down the stigma still often associated with mental health problems which prevents people from seeking help through presentations in several schools, to faith organisations, to companies, and to other community organisations.

Throughout the year, the trustees have sought to build lasting partnerships with other organisations which share their values and aims. At time of writing, Mind in Enfield is working on a collaboration with Mind in Barnet introducing close working arrangements involving the sharing of senior staff with the aim of extending the services and bolstering their sustainability. Mind in Enfield staff and trustees continue to work for extending cooperation with organisations reflecting the rich diversity of the community it serves and they participate actively in meetings of the Mental Health Partnership Board which brings together many of these organisations. In the coming year, the trustees expect that their efforts will lay the basis for restoring financial sustainability to Mind in Enfield and compliance with the high standards of Mind nationally in its governance, services to the community, and relations with its staff.

Laurane Till

Chair of Trustees (Sept. 2018 – date)

I took over the role as Chair of Trustees in Sept 2018. As a local Mind, Mind in Enfield has faced several challenges this year in almost every aspect of running a small charity, We are no longer funded directly by London Borough of Enfield (LBE) and no longer have any funding for our core services. This created a dilemma for the Trustees. We explored avenues with other Enfield charities, but initially none were successful in altering our financial situation. However, we are in the process of working on a collaboration agreement with Mind in Barnet which we are confident will turn our fortunes and ensure the people of Enfield who need our support will be able to call on our services for years to come.

When taking on the role of Chair in the absence of a CEO my intention, was to work closely with staff and Trustees. Monthly meetings were arranged, with the Trustees taking active roles as volunteers in supporting the running of the organisation

Throughout the year we have taken every opportunity to raise the Mind in Enfield profile in Enfield and to encourage links between other charities and funders. It was also important to make connections with other local Minds and to attend Mind in London meetings and focus groups to ensure Mind in Enfield remained a key player in London. During these meetings, it was made clear that London faces significant challenges relating to mental health issues which are not always felt in other towns and cities. In these circumstances National Mind has employed someone to work directly on this. A London Mind Memorandum of Understanding is now in place and a Mind in London steering committee meets regularly.

Management and Staff

CEO

Ben Jabuni (to June 2018)

Advice Team Manager

Petronella Davis

Finance Officer

Roby Dogwah (External)

Counselling Manager

Rakhi Chand and Leo

Ricketts (maternity leave cover)

Maria Emmanuel

(maternity return Jan 2019)

Social Support and Wellbeing Coordinator

Martine Drake

Staff

Terese Desira

Suhayla Greenwood

Carol Lief

Merle Osei

Phidias Panayides

Sufia Rahman

Debbie Whitney

As Trustees, our priority is always what is best for the people in LBE with mental health issues and how can we support those people through delivering our services. We are committed to do everything we can to ensure Mind in Enfield remains the go to Charity for people with poor mental health and for the funders who are able to support people with poor mental health who are resident in the LBE.



Petronella Davis

Advocacy, Information & Advice Team Manager

Advocacy, Information & Advice Team

Enfield Advocacy Service

This project commenced a year ago, funded by the London Borough of Enfield, comprising of several local voluntary sector organisations within the borough. Enfield Disability Action (EDA) is the lead organisation.

We receive some referrals via EDA, in addition to this we continue to receive referrals from GP surgeries and Community Mental Health Teams. The majority of the referrals are from individuals requiring benefit checks to enable us to identify appropriate benefits they are eligible to apply for.



Most clients find the benefit system confusing and feel that they are “forced” to claim Universal Credit (UC) without their personal circumstances taken into account, e.g. clients in receipt of severe disability premium should not be placed on UC. This is particularly worrying as this affects many of our clients who are not aware of the rule. This demonstrates the need for our service as many of our clients have no idea what their entitlement to benefits are.

We assist by representing clients in a range of formal Hearings. Unfortunately, however, because of the reduction of staff within our team we cannot provide the level of representation that is required by the community. Homelessness is a major issue in Enfield which is a similar situation nationally. Because of the shortage of social housing and very limited affordable rented accommodation, we have to advise service users of this which clearly limits their options. We hope that new legislation is brought in which will ensure private landlords rent homes to tenants that are of a high standard and if repairs need to be carried out this happens quickly. If this is given priority, this will reduce some of the problems service users experience living in properties with a high level of disrepair.

North London Forensic Service (NLFS)

NLFS is a medium secure unit based at Chase Farm site. The contract is reviewed and negotiated yearly and funded by NHS England. We are contracted to provide a Generic Advocacy service to NLFS. An Advocate spends 21 hours

weekly on the 12 wards and 8 hours office based carrying out administrative tasks specifically client related. We have successfully retained this contract in excess of 16 years and the worker has developed a good working relationship with the clients and professionals. These relationships are valuable and has enabled the resolution of many issues informally. As part of the contract we produce 2 service reports yearly and the Advocate meets with the Head of Social Work bimonthly. The reports are discussed at meetings held with the Assistant Clinical Director at NLFS. All concerns are dealt with diligently with a view of agreeing solutions. It is very important to service users that their concerns are dealt with promptly as many of them remain in forensic unit for many years and therefore need to feel comfortable and be confident that their views are being heard. The Advocates' role is essential in ensuring that clients rights are adhered to by negotiating with and/or on behalf of clients to professionals.

Rehabilitation Project

This is a new project which commenced in March of this year, funded by NHS England, Clinical Commissioning Group (CCG). The Advocates' role is to engage with clients whilst they are on the rehab ward and to continue working with them when they are discharged. It is hoped with ongoing independent support this will break the revolving door cycle and individuals will be able to remain in the community. The work is varied but a great proportion is assisting service users to claim benefits, assistance to appeal negative decisions from DWP, help with accessing accommodation and provide support by representation at hearings and meetings with professionals. Two half day drop-ins are held weekly. The Advocates talk to clients on a one to one basis, explaining the help that can be provided to them. This contract is funded initially to 2021 when it will be reviewed. This is still a relatively new project, but the service users are engaging with the Advocates independently.

Dedicated Advice Line

We continue to offer an Advice Line and respond to queries left the following working day. This service is very successful, and we are able to provide in-depth advice to individuals on a wide range of issues. We endeavor to offer options to enable them to make informed decisions.

We welcome a new member of staff Lola Bellot who joined us and is an Advocate for the Rehab Project and are pleased to report that despite the loss of funding from London borough of Enfield, we can provide a much-needed service to the community. We are restricted in terms of the areas of work we cover, but nonetheless we receive positive feedback from service users and professionals who use our service.

Maria Emmanuel

Clinical Lead of Counselling Service (IAPT)

Counselling Service (IAPT)



Our Counselling service is a newly established IAPT (Improving Access to Psychological Therapies) compliant service offering free counselling and accessible to anyone registered with a GP in Enfield.

Our aim continues to follow the ethos of our previous service; that is to offer a safe, non-judgmental and confidential environment, providing a high-quality service and responding to individual needs.

We have a positive and inclusive approach towards diversity and working with individuals experiencing mental health difficulties serving and respecting the needs of the local community in Enfield.

We are accredited by the British Association of Counselling and Psychotherapy (BACP) and abide by their high standards whilst following their Ethical Framework for Counselling and Psychotherapy. Our counsellors are all registered with BACP or in the process of completing their training in BACP accredited courses. At the time of writing, our team is comprised of eleven qualified counsellors and eleven trainee counsellors, all practicing a range of professional approaches.

Our IAPT compliant counselling service is commissioned by the Clinical Commissioning Group in Enfield with the aim to deliver counselling to individuals experiencing mild to moderate depression. Clients can self-refer or get a referral from their GP or other professionals and following a thorough and comprehensive assessment will be offered on average 8 sessions face to face with a counsellor.

In the past year, seven of our qualified counsellors have successfully completed the Person-Centered Experiential Counselling for Depression (PCE-CfD) course at Metanoia Institute; offering one of the four NICE approved, evidence-based additional modalities. PCE-CfD is amongst other psychological therapies offered within an IAPT service.

As a newly established IAPT compliant service, we are proud to have completed our first year of service, overcoming the challenges and transitions we have undergone as a team to make sure we meet the standards and criteria set by IAPT and amongst all to continue delivering a high-quality service to the local population of Enfield.

Achievements During the year of 2018/2019:

- 350 users accessed/benefited from our service
- Individuals were offered on average 8 sessions
- The PCE-CfD modality was offered from the seven qualified counsellors who completed the course
- Waiting times for therapy did not exceed in total more than 8 weeks from referral
- Our marketing materials were re-created to advertise our new IAPT compliant service
- We reached out to local organizations, community services, colleges and GP practices
- We received funding from Enfield Soroptimists and delivered a therapeutic group for women experiencing anxiety and depression for 8 weeks
- Our team of assessors attended IAPT training on Access and Assessments from NHS England
- We provided relevant information and signpost to other local organizations supporting clients in engaging with different activities and groups
- Four Continuing Professional Development (CPD) workshops were offered to our team of counsellors by senior experienced practitioners

“My experience of the service was amazing. It allowed me to have the space to express my emotions and feelings without feeling judged. I would recommend Mind Counselling to others. My counsellors approach allowed me to gain an in depth understanding about myself and to explore my feelings. I’m upset that my sessions have come to an end. However, I’m also aware that I am in a different mind space then when I began, and counselling has fully helped with that. Cause I can be the best me that I can.”

Aims for the forthcoming year 2019/2020

- To maintain the standards and criteria of our IAPT compliant counselling service
- To monitor our waiting times and continue offering therapy within 8 weeks; making our service easily and quickly accessible in relation to other IAPT services where waiting times range from six to eight months
- To ensure we engage effectively with our clients, respecting and monitoring their feedback and overall experience to help improve our service delivery
- To reach out to the younger population of Enfield, engaging with colleges and universities supporting students experiencing mental health difficulties
- To expand our service by recruiting more counsellors, and continue offering new opportunities for the PCE-CfD training, along with high quality training and professional development
- To further improve engagement and communication with the local community by attending outreach events and actively advertising our service

Martine Drake

Social Support and Wellbeing Coordinator

In the last year activities, courses and workshops have been run. They continue to meet the needs of people who are recovering or at risk of mental health problems by helping them to socialise and develop interests and skills.

Activities

In July 2018 the funding for most activities was stopped by Enfield Council, however, they continued to run through self-financing. The activities that continued were:

Mondays: Arts and Jewellery Workshop, and the Hearing Voices Group

Wednesdays: Green Gym, Tabletop Gardening, and an Evening Open Session

Thursdays: Relaxation, and Bingo

Fridays: Women's Group, Yoga Exercise for Health, Current Affairs Discussion Group, and Book Club

Sundays (Quarterly): Walks and Trips

We were also funded by the NHS and the Mayor for London for our Green Gym and Tabletop gardening sessions on a Wednesday.

Monday to Friday we also ran the café for clients, staff and volunteers, providing hot meals at an affordable price. Those paying to take part in activities enjoying a discount.



Courses and Workshops

We continued to be supported by Barnet College to run courses and workshops.

We ran the following courses in:

Anger Management, Art, Colour Me Glow – Make Up Therapy; Cooking on a Budget, Effective Communication, and Personal Development. We also ran regular Mindfulness for Stress Reduction workshops.



The courses and workshops were effective in attracting new clients to Mind in Enfield, many of whom went on to gain support from other departments. The learners who were in a position to complete their courses were very positive about their experiences with many planning to continue learning with us in future.

Enfield Connections

Enfield Connections launched in early 2018 is supported and funded by Enfield Council and managed by CommUNITY Barnet.

The service is delivered by local voluntary sector organisations including:

Age UK Enfield
Citizens Advice Enfield
Enfield Disability Action (EDA)
Homeless Resource Centre (HRC)
Mind in Enfield



Through these partners, Enfield Connections, is designed to provide advice, information and support to all Enfield residents including, information and guidance around later life planning, guidance on how to fill out forms, finding out what time your GP is open, your nearest library etc.

Mind in Enfield provides the navigator service and this is run by Carol Leif, signposting people without a clear view on the most suitable service for their specific needs. Enfield Connections is aimed at improving the lives and welfare of residents across the borough and provide advice, support and information for a range of matters, including debt management, volunteering, community services, housing and planning for later life.

Further information on later life planning, homelessness and advice and support is available on our [Enfield Connections](#).

Anything you need help with, feel free to give us a call

Tel: 07741 647569 or have a look at the website

www.enfieldconnections.org

Statement of Financial Activities for the year ended 31 March 2019

	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
Incoming Resources				
Voluntary Income				
Donations	16,008	1,872	17,880	35,969
Membership Fees	286		286	502
Investment Income				
Bank Deposit Interest	124	-	124	61
Incoming Resources from Charitable Activities				
Grants to provide charitable activities		246,571	246,571	433,565
Other Incoming Resources				
Café Takings		4,588	4,588	9,149
Sundry Income	3,345	16,817	20,162	7,339
Total Incoming Resources	19,763	269,848	289,611	486,585
Resources Expended				
Charitable Activities	176	386,013	386,189	454,347
Total Resources Expended	176	386,013	386,189	454,347
Net Incoming Resources				
Balance Brought forward at 1 April 2017	126,684	295,014	421,698	389,460
Transfers between funds				
Balance Carried Forward	146,271	178,849	325,120	421,698

Balance Sheet as at 31 March 2019

	Notes	2019		2018	
		£	£	£	£
Fixed Assets					
Freehold property	1 (d)		366,991		366,991
Mortgage	1 (d)		(366,991)		(366,991)
Other Fixed Assets at book value	4		3,519		3,975
Current Assets					
Debtors	5	97,080		81,417	
Cash at Bank and in hand		286,422		372,780	
		383,502		454,197	
Less Creditors: amounts falling due within one year	6	(61,901)	321,601	(36,474)	417,723
Net Assets			325,120		421,698
Funds					
Unrestricted – General Fund			126,271		108,684
- Contingency Fund	8		20,000		20,000
Restricted	7		178,849		295,014
Total Funds			325,120		421,698

The above is a summary of the accounts for the year ended 31 March 2019. The accounts were approved by the Directors on 29 August 2019 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

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 guidelines on Charity Trustees public benefit duties.

All directors of the Company are also trustees. There is a formal application process and trustees are elected at the AGM in accordance with the constitution. When requested, relevant training is provided for our trustees.

Reserves Statement

The Charity is entirely dependent on short term grants. The Trustees consider it necessary to maintain a contingency fund for long term viability. The fund is used to finance temporary grant shortfalls and possible costs associated with staffing. The balance of the contingency fund as at March 2018 was £20,000 and there was a general fund of £106,684

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 the 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.

Trustees

March 2018 – March 2019

Chair - Margaret Bryant (March 2018 – Sept 2018)

Laurane Till (Sept 2018 – date)

Vice Chair – Michael Walsh (Sept 2018 to date)

Company Secretary – Ravi Ratan

Treasurer – Tahir Ayaz

Board Members -

Rachel Barlow (to Sept 2018)

Chris Dunbar (to Sept 2018)

Jessica Logli

Petula Truscott

Summary of Funders Purchasers and Donors

Barnet, Enfield and Haringey MH Trust	LBE
CommUNITY Barnet	The North London FS
CWU (GLC Branch)	Waitrose Ltd
Enfield Soroptimists	M&S
Edmonton Methodist Church	RBS
LBE Skills for Work	North London Clinic
PJK Charitable Trust	Local Mind Shops
The Challenge	Local Schools and Faith Organisations
Enfield Mayor Charity Fund	Ringway Jacobs

