


# 2020-21 Annual Report



 **Mind**  
in the City,  
Hackney and  
Waltham Forest

**Russ  
Pro  
Steps**





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# Chair and CEO's Report

We have achieved a lot during 2021 despite the ongoing impact of the pandemic! Our staff, volunteers and peers have continued to work with our partners worked in a focused way and supported over 5, 000 peoples' mental health. Many of our team did this in the face of huge personal challenges and we are deeply grateful to them

Our successes include launching the Safe Connections Suicide programme, supporting people facing suicidal distress and bereavement, alongside partner organisations in North East London. We also won national recognition for our approach to Diversity and Equity, including a Health Service Journal Award for our IRIE Mind Psychological Therapies service, and a Think Local, Act Personal best practice in Personalisation for BME communities. We welcomed 6 new partners to the City and Hackney Wellbeing Network . We extended our work In Waltham Forest as well as gaining long-term funding for talking therapies at Rainbow Mind. We had wonderful support from our funders- from the 200 people who ran half marathons for us, to Prudential, who made us their Charity of the Year

During 2021, we reconsidered the values that reflect what matters most to us as an organisation. A group of service users, volunteers, staff and trustees developed new values to guide us in everything- from service delivery to how we recruit and develop our staff



Devora Wolfson,  
Chair



Vanessa Morris,  
CEO

Our refreshed values are:

**Fair:** We strive for equity- no-one's needs should go unmet.

**Brave:** We walk with people, offering help by doing what works

**Connected:** Creating a compassionate and supportive community

This year we celebrated our 40th anniversary and looked back at the way our organisation has supported our changing communities through the decades. We also celebrated 2 years of Irie Mind and 3 years of Rainbow Mind

The core of our organisation remains the same as it was 40 years ago and will be in 40 years time - warm and caring people coming together to share, learn from and support each other, offering acceptance and hope. We want to thank all our funders and supporters for their continued backing and look forward to building on our services in 2022, to make sure as an organisation we fully represent people with lived experience of mental health issues and all our of local communities and continue to provide the support and services that people need and deserve

# Grief in Pieces

## Suicide Bereavement

The Safe Connections Collaborative, launched in 2021 involves the partnership of three local Minds (Mind in the City, Hackney and Waltham Forest, Mind in Tower Hamlets, Newham and Redbridge and Mind in Havering, Barking and Dagenham) collectively known as Mind in North East London, NELFT and ELFT, with the aim of tackling all factors which may increase the risk of suicide and self-harm within our communities

Survivors of suicide loss have described their bereavement as isolating and devastating; they struggle with feelings of guilt, shame, the belief that maybe there was more that could have been done to save their loved one. The experience is shattering and often survivors feel that they can't rebuild their lives, with the potential for increased risk of suicide themselves

**“I feel like I should be over it by now. I should be the who I was before this happened”**

**- Survivor of Suicide Loss**

‘Grief in Pieces’ highlights that suicide loss is devastating and breaking, but it also acknowledges that when something is broken, we can reflect on what has been lost, while preparing for a journey of restoration. We strive to provide specialized

bereavement services that are delivered not by trained mental health practitioners who are supported by our Peer Support Workers who provide insight and experience through their lived realities of suicide loss

The Grief in Pieces Suicide Bereavement Services offers support through:

1. A support group
2. A Crisis Response Service

Once a referral is received, our team seeks to contact all persons impacted within 72 hours and offer one to one or family intervention, practical and emotional support as well support navigation and access to local services

**“The goal isn’t to feel better but rather to feel that what I’ve shared has been important and has honored the memories of my loved one”**

**- Support for Suicide Loss Group Member**

The Grief in Pieces Suicide Bereavement Services has reached 32 clients so far and has been actively working with 26 clients in postvention service as of December 2021.

Our service commits to help survivors as they battle this journey of loss. You are not alone as we aim to connect compassionately and walk with you as you express your truth and honour your loved ones

# Employment

We are delighted that Prudential support our work to help people with mental health difficulties into employment as their Charity Of the Year. During 2021 we helped 53 clients, supporting 12 into work, preventing 3 people from losing their jobs and 11 people into voluntary experience. We also continued our work with other community and NHS partners through chairing the City and Hackney Supported Employment Network

## Aim 4 Work

Our specialist employability programme for people with common mental health conditions living in East London concluded in March 2021. In the first quarter of 2021 the service worked with 23 clients with common mental health conditions supporting 9 into employment, 9 to sustain employment, 1 into education and 4 into further job search

## Well at Work

Supported by Prudential and the Worshipful Company of Coachmakers and Coach Harness Makers, our Employment Adviser supported 53 clients and provided a range of employment advice, falling under 4 categories:

- Helping clients who are unemployed and wishing to return to paid employment.
- Helping clients who are employed but in zero hours contracts or temporary or unstable employment to find more stable and

sustainable employment

- Clients who are employed but at risk of losing their jobs due to mental health issues/ stress in the workplace, helping them negotiate reasonable adjustments with their employer.
- Providing In Work support through an evening support group, providing them with wellbeing and resilience advice – especially for those struggling to manage their mental health in the workplace

12 clients successfully gained paid employment, set up as self-employed or undertook work trials leading to paid employment  
11 clients were supported into voluntary work as a way of building skills, experience, accessing training and gaining up to date references

3 clients who were at risk of losing their jobs successfully maintained their employment through a combination of interventions: mentoring, advising peoples' line managers, helping clients to negotiate reasonable adjustments

15 clients regularly attended evening in-work support sessions receiving support in assertive communication, stress management, nutrition, emotional regulation in the workplace, Acceptance and Commitment (ACT) training



# Education



The last academic year was greatly impacted by the pandemic, however we ensured that this did not negatively affect the students' learning wherever possible

We responded to both the external and internal environments in such challenging times. With greater demand for places we adapted to the changing needs of our students, through a blended learning system, with a third of students learning in the classroom, and two thirds of our students accessed virtual learning or learning at home under the guidance of tutors

We focused on community-based learning for all students, embedding English, Maths and communication skills into every session. Almost all students made at least the progress expected of them, and in some cases made even greater progress, especially within the impact of COVID-19

Our students come to Mind CHWF with positive attitudes, which helps us prepare them for the future. They participate in innovative, personalised and community-based learning which meets their diverse needs very well and prepares them for their next step. We cater to each student's individual needs and equip them with the skills, communication and confidence to make relevant life choices. This year we embedded vocational skills into daily learning and equipped students with

the skills to be effective in their community and prepare for future success

We are proud that 122 students accessed 11 courses with 103 gaining accredited qualifications in ICT, English, Mathematics and English for Speakers of Other Languages (ESOL) We also utilised Recognising and Recording Progress and Achievement (RARPA) to track confidence and independence, which is vitally important for students in preparing for their future goals but is not something that can be gained in qualifications



IRIE Mind's Mission is **“to boldly go where no one has gone”** and that is what we did when the Pandemic hit and beyond. In what can be described as a whirlwind of excitement, confusion, fear and lots of unanswered questions around the pandemic, IRIE Mind sprang into action

## Talking Therapies

We have continued to build up our culturally-focused talking therapies. We rolled out a trauma-focused, psycho-educational group – Level-Up, to meet the increased emotional and healing needs of the Black, African and Caribbean communities. Our IRIE Improving Access to Psychological Therapies service was honoured by a Health Service Journal award as part of the Psychological Therapies Alliance, where grassroots charities work with the NHS to make therapies easier to access and focus on the needs of people from local communities. We piloted Acceptance and Commitment therapy for Racial Trauma

## Helping each other

We hit the streets of Hackney during World Mental Health Week in partnership with Find a Balance (FAB) and Support When it Matters (SWIM) and had conversations with 75 people in Hackney's The Narrow Way. We reached over 110

people during MH4All Black Generations psycho-educational workshops

## This G.Y.A.L. Can

Self Esteem group was birthed in collaboration with The Church Army, in response to Girls and Young Adult Ladies (GYAL), who were self-isolating, questioning life and feeling low in spirit

**“it is a platform where our voices can be heard”**



**“I loved everything within each session.”**



Our Speak Your Mind project, invited YBM's from all over the UK to join a weekly online support space – Social Distancing in Action, to speak their mind openly and safely

Young BAME Wellbeing Peers – from our Connected Minds project delivered a series of online 5 Ways to Wellbeing Workshops. In January 2021 we co-designed and co-delivered a Mental Health Support Package for University Staff and Students specifically from individuals from Black, Asian and Minority Ethnic communities

We kept up our groups for anyone from the black community who wants to enhance their mental health. We were delighted to be honoured by Think Local, Act Personal as one of their UK Practice in Personalisation for BAME Communities

Over 100 Food parcels were delivered and collected by our most vulnerable IRIE Mind clients, in partnership with Felix Project and Seventh Day Adventist Church

In March 2021 we collaborated with Hackney Council's Public Health, to deliver an open and frank Covid-19 Q & A Session, specifically for the Black, African and Caribbean Communities across the Borough

**“The Connected Minds workshops have created a small online community where everyone feels supported to become the best version of themselves. Despite the challenges of being solely online this year, with the support of IRIE, we’ve been able to share our enthusiasm with attendees and open up meaningful conversations that have created a sense of unity”**



# Welfare Rights

Throughout the pandemic the Welfare Rights team facilitated expert, unbiased advice for local residents consistently, via remote and in-person appointments, both in the community and in Enhanced Primary and Secondary Care with the East London NHS Foundation Trust. This year we worked with over 200 community-based clients and over 100 in the NHS

The biggest demand is for welfare benefits, housing, and debt advice, and due to the pandemic, there was a greater demand from people of BAME communities

The main outcomes found were significant financial gains, indirect material improvements, and positive psychological, emotional, and social changes

Over the last year estimated that 90% of people who received advice from the welfare rights project received an increase in income, averaging £50 per week. Additionally, many people received backdated awards of entitlement in respect of periods when they had been wrongly refused or underpaid

With advice from the Welfare Rights team clients also successfully challenged alleged benefit 'overpayments', which often amounted to thousands of pounds. Hence people reported being more able to: afford basic items and manage basic household costs, reduce, or avoid debt, meet some of the extra costs associated with their daily living and support needs- typically travel, clothing, footwear, and furniture and cover a few modest 'extras', such as better food. Often relatively modest changes were felt to make a huge difference in a person's financial stress

# Integrated Substance Use Service

There has been significant learning and development in the Integrated Recovery Service since the service started in October 2020

In 2021, the Recovery Service supported more than 3000 City and Hackney residents in their recovery journey. This includes more than 130 clients supported by our Family, Friends, and Carers team, and over 50 clients engaged through our Community Navigation project

The Mind Recovery team went through significant change in the past year, and we have successfully recruited a Communities Manager, two Mind Recovery Workers, a Dual Diagnosis Lead, and an additional Friends, Families, and Carers worker. We have trained a cohort of specialist staff in our three Mind CHWF psycho-social interventions and adapted them to take the evidenced-based interventions, and apply them to a new cohort of service users with co-existing substance misuse and mental health challenges

We look forward to beginning to deliver Radical Self Care (Radsec) for Recovery, Acceptance and Commitment Therapy for Recovery and Managing Anger and Difficult Emotions for Recovery in 2022



# Rainbow Mind

## Talking Therapies

2021 saw the successful roll-out of the Rainbow Mind Improving Access to Psychological Therapies pilot, where we became the first LGBTQIA+ service in England to be funded by the NHS to offer IAPT therapies specifically to the LGBTQIA+ community. The team rose to the challenge to setting up the service with the shortest of timelines and hitting the ground running! Our clients said they valued:

- Feeling understood by the practitioner
- A reduced fear of being judged
- Felt Safe
- Ability to be open without fear of repeated incidence of homophobia or biphobia
- Feeling able to air their concerns with the knowledge that they will be heard
- Negative experiences with non-LGBTQI+ services are not replicated
- Having a therapist 'who looks like me' broke down so many barriers before I even started
- Very helpful service and have recommended it to two friends/family members
- Helpful being in LGBTQ+ Service

## Young Rainbow Mind

Rainbow Mind 1:1 counselling also grew in 2021 at both London and Manchester hubs as well as the growth of our joint Young People Programme, with the generous backing of the Co-op. The Young People team grew and they created the Rainbow



Room for LGBTQIA+ young people as well as recruited a volunteer social media team who have excelled at creating significant following online that helps Rainbow Mind reach and interact with the wider LGBTQIA+ population

## Building Capacity

Finally, we took steps to train the LGBTQIA+ mental health practitioners of the future. With the support of Thrive London, the Rainbow Mind Radical SelfCare (RadSec) trainers ran a pilot Practitioner Training Programme (PTP). The programme involved 30 people, mostly from minoritised communities and previous clients as well as some staff members from different service areas. The programme has been a significant step in scaling and building of RadSec practitioner capacity for a range of Rainbow and wider Mind services

In 2022 and beyond, the Rainbow Mind team will continue with our key principles of trauma- and intersectionality-informed services and co-producing of the programmes with many of the folk that initially have engaged as clients now inputting to the design and delivery of Rainbow Mind and RadSec offers, alongside staff and volunteers



# Wellbeing Network

Network Coordinators have supported some of City and Hackney's most vulnerable clients this year through challenging times including periods of isolation, bereavement and trauma. They have held regular phone check ins and a gradual introduction of face to face appointments where possible. They have tutored people through using Zoom for the first time and applied for funding for clients to get digital

**“hand-on-heart the services that are offered by Mind are incredible, the warm people behind each email or phone call are just amazing”**

access set up at home. This has meant clients have been less isolated and can now access our new online digital offer (webinars, pre-recorded resources and Silvercloud)

We have also supported those digitally excluded by offering face to face groups including Sewing, Cooking, Discussion, Walking & Crochet. We have worked with a local community space to offer an outdoor social meet up attended by 10-15 people each week throughout the year.

Radical self-care – Rainbow's Mind own creation and model, has been a particularly popular group- designed to support

people with the possibility of becoming more accepting, caring and reassuring in their relationship to themselves when life feels challenging

Talking therapies remains the most requested service in the Wellbeing Network. This year limited face to face work was resumed with some of our most vulnerable clients who were unable to access therapy remotely. Around 75% of our clients show reliable improvement and this demonstrates the impact of an offer of therapy as part of a wider holistic offer - goal setting, case work, therapeutic, social and creative groups. We are grateful to the work of our honorary therapists and volunteers who support the service. This year we have had some of our honorary therapists join the staff team

**“I was grateful for the help I received during Talking therapy. I was pleased with the counsellors and the way they listened to my problems and how they responded”**

We would like to thank our staff across the organisation but particularly within the Wellbeing Network for their continued efforts in the face of another tough year



# IAPT

Our specialist community IAPT services have grown again this year. We now offer a general service, a specialist IRIE Mind IAPT service for the African Caribbean Heritage community and this year pilots a Rainbow Mind IAPT service for the LGBTQ+ community. In December 2021, we have had recurrent funding confirmed for Rainbow Mind IAPT. A big congratulations to the collective team for their work together and insight and care to adapt the IAPT framework for our communities

Our current Recovery Rate is 62% - an increase from last year's average of 58%. This is also significantly higher than the national average of 50% to date in Q1 2021

In September 2021 we won a prestigious HSJ national award in partnership with Bikur Cholim, Derman, City and Hackney Integrated Care Partnership, NEL CCG and Homerton Hospital Foundation Trust for Mental Health Service Redesign. This awards celebrates the hard work and collaboration of the local VCS IAPT services to innovate and better serve our populations within the national IAPT framework

## **Care Homes and VCSE Psychological support**

We continue to support care homes and the wider voluntary sector staff in City and Hackney with reflective supervision, Radical Self Care groups and training

## **Victim Improvement Package Trial**

UCL's VIP trial has resumed in 2021 and some of our PT team staff are delivering CBT for clients who are older victims of crime. The trial will inform a study on the efficacy of talking therapy for these clients.

**“This was my first time having 1:1 talking therapy and it was online. My therapist was **amazing** and heard me clearly in my concerns and needs. Doing it online via video call was **extremely beneficial** because it was convenient and **comfortable**. I would do this again and happily suggest it to anyone else”**

# Fundraising

Year after year the necessity for our work in the communities we serve continues to increase. To ensure we can continue to deliver essential services, and lasting sustainability, as well as sourcing income from trusts and grants and public sector contracts, we have greatly focused our fundraising efforts on generating unrestricted income - including challenge events, corporate partnerships, mental health training and consultancy



Our vital work with Corporate Partners and Government spans the breath of the City of London, Hackney and Waltham Forest. This function unites in developing and delivering partnerships which align our priorities to support people with their mental health and wellbeing and to lead fulfilling lives. Our portfolio of corporate supporters includes Prudential, The Royal Exchange, 22 Broadgate, Mercer and Hole, RD:IR, The Five Points Brewing Company, Gateley Legal Plc, Leyton Orient FC

This year over 200 runners raised nearly £100,000 for us at the London Landmarks Half Marathon in July and Hackney Half Marathon in September, raising vital funds and increasing awareness of our work

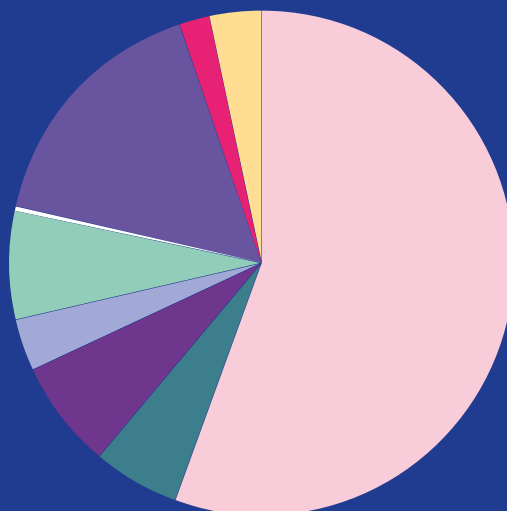


We would like to take this opportunity to thank all of those who found new and inventive ways to fundraise and support us in lockdown. Special thanks to National Mind, Worshipful Company of Coachmakers and Coach Harness Makers, BUPA, Ernest Hecht Charitable Foundation, East End Community Foundation for supporting our work via grants

# Our Money

Our income decreased by £67k in 2020/21. This was mainly due to reduced fundraising opportunities, and in particular the cancellation of the Hackney Half Marathon due to COVID. We maintained most of our key contracts and successfully bought in new funds to replace those funds coming to an end

**Income**

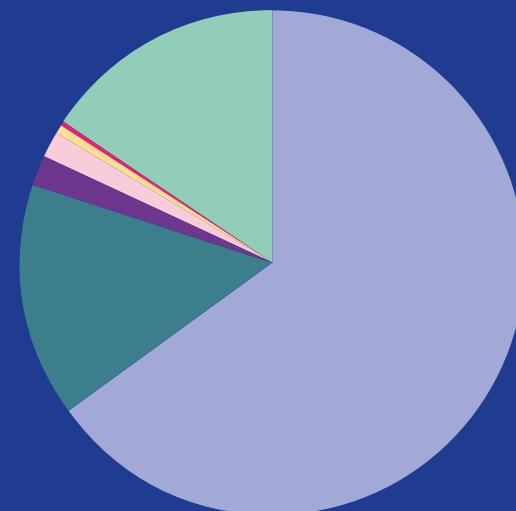


London Borough of Hackney	£1,555,840.00
National Lottery	£154,791.00
Clinical Commissioning Groups	£193,968.00
Donations	£93,279.00
National Mind	£193,844.00
Central Government Grants	£7,934.00
Hospital Trusts	£455,357.00
Grant Giving Funders	£52,180.00
Other Income	£88,513.00
<b>Total</b>	<b>£2,795,706.00</b>

# Our Reserves

The Trustees assess the level of reserves required on an annual basis and as required, should unforeseen difficulties present themselves. The Trustees calculate that Mind CHWF requires a minimum value of free reserves of £350,000 and we were able to maintain this position even during a difficult COVID affected year

**Expenditure**



Wellbeing and Recovery	£1,807,595.00
Economic Wellbeing Services	£419,116.00
LGBTQ+ Services	£54,090.00
Raising Funds	£49,794.00
Trading Activities	£13,052.00
Advocacy and Advice	£0.00
Governance Costs	£9,475.00
Support Costs	£427,155.00
<b>Total</b>	<b>£2,780,277.00</b>



# With special thanks

Prudential for the generous support of us as their Charity of the Year, our partners in the Wellbeing Network and Psychological Therapies Alliance, Our partners in the Community Navigation Covid Network, our partners on Safe Connections- North East London Suicide Prevention Collaborative

Turning Point  
Antidote@London Friend  
The Innovation Unit  
Office for Health Improvement and Disparities  
Thrive London  
Mind  
The National Lottery  
Mind in Salford  
Mind in Tower Hamlets and Newham  
Mind in Havering, Barking and Dagenham  
Hammersmith, Fulham, Ealing and Hounslow Mind  
Mind in London partners  
North East London Foundation Trust  
East London Foundation Trust  
Studio Wayne McGregor  
Imperial College,  
The Felix Project,  
NCS Hackney Wave 6 ,  
Gospel Elegance,  
RadaRada  
Seventh-day Adventist Church,



GALOP  
BUPA  
Thrive London  
Mind in London  
UK Black Pride  
The Church Army  
East End Community Foundation  
Pears Foundation  
Ernest Hecht Foundation  
Dentons  
ING,  
Worshipful Company of Coachmakers and Coach Harness Makers,  
Deaf Plus,  
Renaissi,  
Shaw Trust,  
Shelter,  
The Metropolitan Police  
Paddington Development Trust,  
HCVS  
The Royal Foundation  
City University  
Metanoia Institute  
University of Salford  
CPPD Counselling School  
Better Community Business Network  
Black African & Asian Therapy Network  
ELBA  
Project Indigo,  
Micro Rainbow,  
Rainbow Noir

**And all our staff and volunteers**

# mind in the City, Hackney and Waltham Forest



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