

Richmond Borough Mind Annual Report

2007/08



For better
mental health

April 2007-March 2008

This has been another year of change, as the Recovery Approach was introduced throughout the statutory mental health services in Richmond, a challenge to us all in Richmond Borough Mind to adapt to new, more outward looking, positive and empowering ways of working.

In line with our strategic aims, we sought to modernise and diversify our services throughout the year, tailoring activities at our drop-ins to attract a wide spectrum of service users and fundraising for resources to move into new fields like TimeBanking, Befriending and work to support Peer-Support groups. Later in the year, we began work to improve service access for members of Richmond's minority communities.

We have developed our partnership working with other voluntary providers particularly through a joint venture with the Mortlake Community Association. We also worked positively with the Mental Health Trust as statutory services closed their traditional day centres.

As an organisation, we have become stronger in the course of the year, securing income for more frequent in-house support and training for our staff, and working to strengthen our infrastructure in order to employ a Finance Officer and an Administrative Assistant as well as volunteers.

New trustees have strengthened our Management Committee; we have revised our governance procedures and run two evening seminars for trustees.

With a strong team of trustees, staff, and volunteers, the active support of so many of our service users and a shared sense of purpose we look forward to the coming year and its challenges it will bring.

Thank you everyone – it is your energy, commitment and imagination that shows throughout all that we do, and will do in the future.

Penny Lee, Chair & Emma King, Director



Achievements and Performance

Carers Support & Training

We welcome the new Carers Strategy 2007-2010, whose aims include improved well being and quality of life for carers; making sure their contribution is recognised; increasing choice, control and information and providing training for carers and professionals. We continued to shape our service so it has a key role in realising these aims: investigating the use of Carers Vouchers, increasing the resources of our information library; and making funding bids for well being sessions.

The three support groups continued to meet in Mortlake, Teddington and Twickenham, with rising attendance and a programme of breaks arranged for both groups and individuals. The service published a quarterly newsletter for the 120 carers currently seeking help from the project, held two skills workshops for carers and two briefing sessions on the new Mental Health Act and the Carers Emergency Respite Scheme. As part of a joint venture with the Mental Health Trust and Richmond Carers Centre, we began a series of 'Carers Road-shows' with the aim of improving awareness of carers' needs among professionals working with patients.



Counselling and Psychotherapy Service

Our 9 volunteer counsellors saw their quota of 2 clients a week for forty weeks of the year. Depression, anxiety and relationship problems were the most frequent reasons for referral and after 16 sessions of Counselling 32% of people reported that their mental well-being was 'considerably improved'; 38% reported that it was 'improved'. There were two training evenings for the counsellors on Over-eating disorders and Body therapy, given as part of Richmond Borough Mind's commitment to their continuing professional development.



Drop-in Services

Across our drop-in services, staff, volunteers and service users have been working hard to preserve the uniqueness of each project while providing varied activities, therapies and experiences in the wider community.

Service user satisfaction has been monitored via community meetings; comments boxes and through a 6 monthly satisfaction survey, where clients are asked to comment on the drop-ins' contribution to their mental well being; help with practical needs; involvement in the wider community and the quality of help from staff. Some of the results are featured in this report.

Work this year to develop the drop-in services as a borough-wide 'network' of venues that can contribute to the Recovery of a wide range of residents included regular managers' meetings, professional training and peer learning and the start of joint working with the Richmond Recovery Team. Publicity has been improved with the production of a monthly calendar style booklet, which is posted to clients, referring agencies and leisure venues. As well as many activities at the individual centres, the profile of all the services was developed with joint events held for Mind week in May 2007 (which saw the Mayor flying kites with our staff and clients in Richmond Park), and Open Days on World Mental Health Day in October.

The Vineyard Project had a busy year, serving a wide variety of people homeless or otherwise on the margins of society. With some 40 attendances a day, and 80 different individuals attending in a typical week, the number helped over the year was far higher, as some are occasional visitors and those actually homeless or in hostels tend to move on, often away from the area.

The Project was completely redecorated with help from a Royal Bank of Scotland team and Benefits advice sessions were piloted using advisers from Richmond Aid. Christmas was enlivened by a splendid party run by Prince's Trust volunteers, who later ran a whole week of different activities. The Project was featured on the television show 'The Jeremy Kyle show', which ran a one off documentary on homelessness and in National Mind's 'Living In Hope' annual fundraising campaign. 90% of service users at the project report the staff as being helpful and 86% say that they would recommend the project to a friend.

Referrals to the **Social Centre** from the Community Mental Health Teams continued to be high, with an average attendance of 19 people per day. Service users were actively involved in planning activities and, as helpers, running the project. Highlights included a 2 night holiday to Broadstairs and a splendid Christmas lunch, mostly paid for by the sale of items made in the centre. Art, creative writing, assertiveness sessions, indoor gardening, healthy cookery, relaxation and massage continued throughout the year. Service users' skills and resourcefulness are always apparent, with their art and writing on display and poems, songs and music embellishing celebrations. 100% of users say they would recommend the Social Centre to a friend in need, whilst 86% report that the project helps them to get involved in the wider community.

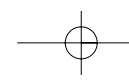
At **Maddison 'n' Mind**, held at the Maddison Clinic in Teddington, this small Wednesday only project was redesigned, under new management, following a survey which explored user perceptions about how it could help meet their basic human needs for relaxation, exercise, confidence, self esteem and a sense both of achievement and of belonging. This led to a new programme, which includes alternative therapies and structured one to one sessions, and planned and varied confidence-building outings. 90% of service users report that the staff at this project are helpful, and 78% say that it helps them to manage their mental health better.

Centre 32 saw a change of management and a 20% increase in attendance, partly due to the closure of other day services in the area. Attendances are meticulously recorded and written up by one of our service users. Participation in planning and decision-making is central to the whole project and volunteers add to the programme of well-being activities, which includes massage, yoga and Emotional Freedom Technique sessions. A full time voluntary cook has enabled the staff to spend more time in emotional and practical support for individual service users. 82% of service users report that the project helps them to meet their practical needs, whilst 79% report that it helps them to manage their mental health better.

Together as One, the user run coffee group that established itself after Centre 32 closed its Friday sessions in 2006, has thrived, securing its own income from a local charity, and with regular social events in different local community venues and outings further afield.

Horizons and service user numbers have been expanded at **Ham Friends**, with a change of management and project worker seeing the team working hard to bring activities into the Centre and to get people out and about. A volunteer joined the team, which has allowed the staff more time for arranging activities and overseeing a new partnership with Richmond Housing Partnership, which involves gardening, art and a beautiful mural being created for the outside space. At Christmas people enjoyed a trip to Richmond Theatre and in the spring service users took part in the Happy Soul Festival run by the Mental Health Trust. 94% of the service users say that they find the staff at Ham Friends helpful, and 88% say that they would recommend the service to a friend.





Volunteers

Volunteer numbers varied throughout the year around the 60-65 mark, and we estimate that we have benefited from at least 4,000 hours of their skills and time.

We have volunteer counsellors; volunteers who lead our carers groups; volunteers who support users of our different drop-in projects; volunteers who provide therapies or run creative groups; volunteers who provide administrative and IT support at our central office, and, not least, those service users who help in the kitchen, attend meetings, collate daily attendance figures or tackle minor re-decoration. All make a real and valued contribution to the services we offer.

Some of our trustees, too, put in many hours of work; our Hon Treasurer deals with all the detail of our financial affairs and our hardworking Volunteer Coordinator is a trustee. Another Trustee leads on volunteer training and held two training sessions for Volunteers during the year: 'Understanding the Care Programme Approach' and 'Mental Illness and Recovery'.



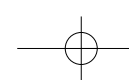
New Business

Eco-therapy came to Richmond Borough, with service users and volunteers developing our allotment site on Crane Park Island.

Before we got involved the site was shoulder high in grass and brambles, infested with red ants and wasps and contaminated with all sorts of dangerous fluids and rubbish! An Eco-therapy grant from National Mind has transformed the site into a working allotment. People referred by the Community Mental Health, Recovery Teams and our own day centres can come and learn gardening skills and relax in the tranquillity of nature.

Mind in Mortlake

In July we took over from a small statutory drop-in with declining attendance. Service users' wishes were explored with a view to helping them engage more positively with their neighbourhood. Activities and events varied, including assertiveness and personal care workshops, local walks and visits to the Wetlands Centre in Barnes, to museums, markets and coffee shops. A regular Sunday lunch group in a local café also got underway.



Treasurer's Report

Uncertainty about the continuation of several short-term statutory grants, about the new system of Grants Direct funding and about the timing of the expected tender for Day Services, made for a difficult start to the year.

Despite continuing support from the three principal Richmond trusts and the statutory funding channelled through Grants Direct and the Richmond and Twickenham Primary Care Trust, we started the year facing a worrying budget deficit of just over £37,000 on an initial budget of £332,000.

Some cuts were made to services and much fundraising was undertaken. Our efforts to attract donations or sponsorship (e.g. a trustee's triathlon and the staff teams half marathon), all began to increase our unrestricted funds as did better investment of our reserves. As the year went on some uncertainties were resolved, and new work to meet the needs of service users in Mortlake and Barnes and funding to develop our building based, drop-in services was secured.

We undertook much preliminary work, with the help of a consultant, towards the engagement of two Community Development Workers to help improve mental health services for the Black and Minority Ethnic communities.

We also had help from the Primary Care Trust towards counselling in less favoured parts of the borough and a grant from National Mind for our Eco-therapy project; a bid to Richmond Parish Lands Charity to set up a Time Bank was also successful. All these grants restored our finances, and we ended the year with a respectable surplus of £6,695.

Our heartfelt thanks are due to all – statutory and voluntary partners, trusts, groups or individuals – whose grants, donations and other funding are enabling us to continue and expand our work for some of the most vulnerable people in Richmond.



Statement of Financial Activities

For the year ended 31 March 2008

	2008 Unrestricted (£)	2008 Restricted (£)	2008 Total (£)	2007 Total (£)
Incoming resources				
Incoming resources from generated funds				
Voluntary income:				
Grants, donations and legacies	44,999	268,330	313,329	300,807
Activities for generating funds:				
Shop income	11,209	3,442	14,651	25,778
Investment income:				
Other investment income	7,643	-	7,643	5,666
Incoming resources from charitable activities				
Food sales	-	10,040	10,040	9,864
Other incoming resources	4,548	-	4,548	1,536
Total incoming resources	68,399	281,812	350,211	343,651
Resources expended				
Cost of generating funds	353	-	353	224
Charitable activities	4,985	334,712	339,697	350,756
Governance costs	3,466	-	3,466	1,775
Total resources expended	8,804	334,712	343,516	352,755
Net incoming/outgoing resources before fund transfers	59,595	(52,900)	6,695	(9,104)
Transfers between funds	(54,316)	54,316	-	-
Net incoming resources	5,279	1,416	6,695	(9,104)
Reconciliation of funds:				
Funds brought forward	108,831	-	108,831	117,935
FUNDS CARRIED FORWARD	114,410	1,416	115,526	108,831

Balance Sheet as at 31 March 2008

	2008 (£)	2007 (£)
FIXED ASSETS	16,073	16,492
CURRENT ASSETS		
Cash at bank and in hand	172,578	136,115
Debtor	7,149	7,478
	179,727	143,593
CREDITORS: amounts falling due within one year		
Grants received in advance	62,274	36,140
Other creditors and accruals	18,000	15,114
	80,274	51,254
Net current assets	99,453	92,339
Total assets less current liabilities	115,526	108,831
RESERVES		
Unrestricted: General funds	114,110	108,831
Designated fund	-	-
	114,110	108,831
Restricted funds	1,416	-
	115,526	108,831

Funders & Partners

- Barclays Bank
- Barnes Workhouse Fund
- Bill Brown Trust
- Charlotte Wade Charity
- City Parochial Foundation
- CVS Carers Grant
- CVS Grants Direct
- Hampton Fuel Allotments Charity
- Hilden Trust
- London Borough of Richmond Upon Thames
- Mortlake Community Association
- Mortlake Parochial Church Council
- National Mind
- Prince's Trust
- Richmond Aid
- Richmond & Twickenham PCT
- Richmond Housing Partnership
- Richmond Parish Lands Charity
- Richmond Team Ministry
- Shenehom Housing Assosiation Ltd
- South West London & St. Georges Mental Health Trust
- SPEAR
- Starbucks
- Stephen Morris Memorial Trust
- Teddington Methodist church
- Thames Community Foundation
- Vinyard Congregational Church
- Wallis

Officeholders and Trustees

President: Eleanor Ennals

Vice Presidents: Dr V Cable MP
Baroness Tonge

Trustees: Penny Lee CBE – Chair
Bill Weisblatt – Vice Chair
Kath Raven – Treasurer

Dean Brown (from 04/06/07)
Rachel Dickson MBE
Louise Erhardt (from 04/06/07)
Joanna Gregory (until 05/11/07)
Janet Kingston
Cheryl Ould (from 04/02/08)
Adam Park
Noëlle Poole
Zöe Reed
Josie Stewart (until 13/08/07)



All sculptures in this report were produced by individuals who are part of Richmond Borough Mind.



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Central Office
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Counselling & Psychotherapy service
Tel 07592 416 638

People's Network (Peer Support Groups)
Tel 07504 797 342

Timebanking
Tel 020 8772 5687

Volunteering
Tel 020 8772 5687

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Healthcare Hamlet, Kew Foot Road, Richmond TW9 2TE

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info@rbmind.com

MindinfoLine
0845 766 0163



**For better
mental health**

Drop-in projects:

Centre 32
32 Hampton Road, Twickenham TW2 5QB
Tel 020 8898 7753

Ham Friends
The Little House, Ham Close, Ham TW10 7NU
Tel 020 8332 7404

Maddison 'n' Mind
Maddison Day Hospital, 140 Church Road,
Teddington TW11 8QL
Tel 020 8977 3156

Mind in Mortlake
The Old Bakery, Lower Richmond Road,
Mortlake SW14 7HJ
Tel 020 8772 5687

Social Centre
Richmond Community Healthcare Hamlet,
Kew Foot Road, Richmond TW9 2TE
Tel 020 8772 5664

Vineyard
Congregational Church Crypt,
The Vineyard, Richmond TW10 6AQ
Tel 020 8940 2965

