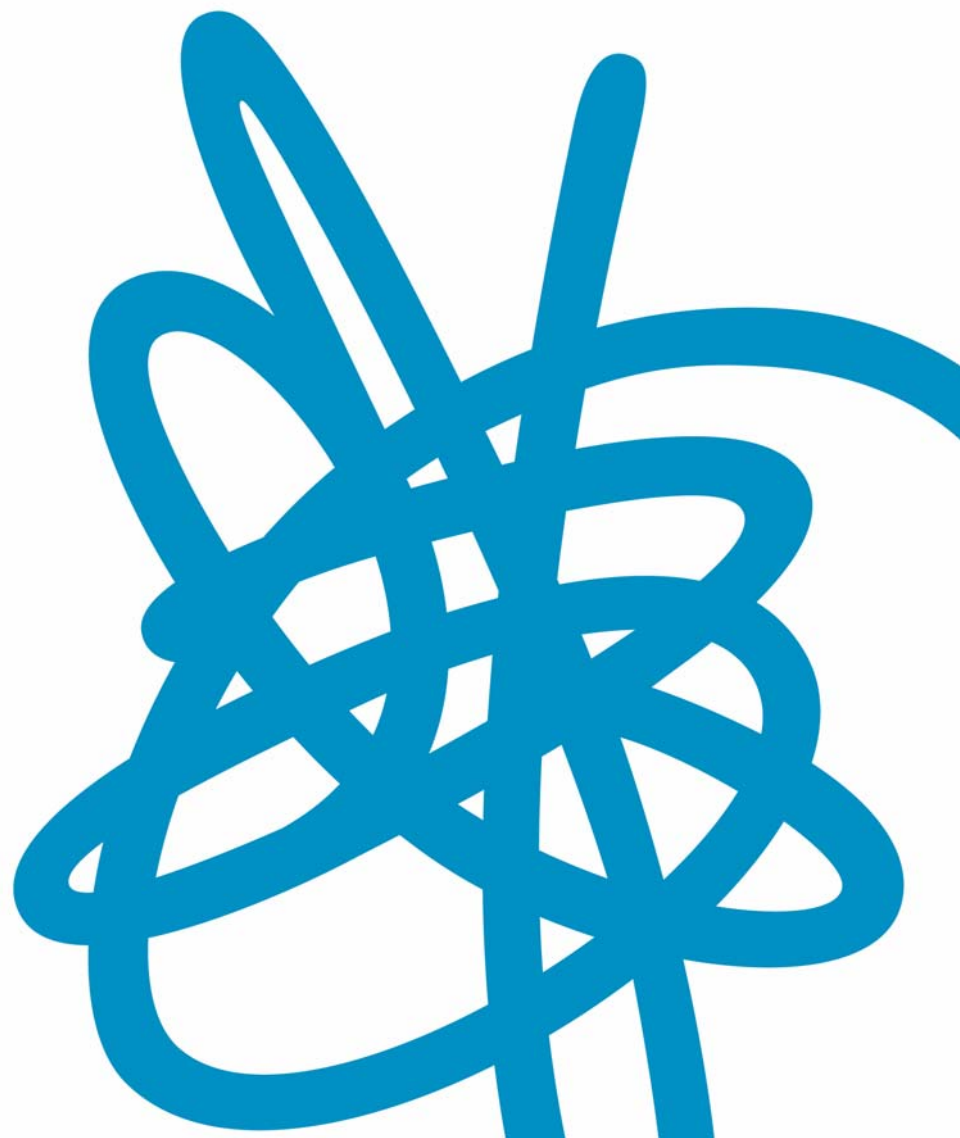




For better
mental health

Richmond Borough Mind

Annual Report 2008 / 2009





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1 Structure, Governance & Management

The Trustees present their Report with the Financial Statements of the Charity for the year ended 31 March 2009.

Principal Objective

The principal activities of the Charity in the year under review were to work towards the preservation and safeguarding of mental health, the relief of persons suffering from mental illness and support of their carers.

Constitution

Richmond Borough Mind is a charitable trust operating under a written constitution. It was formed in April 2001 from a merger of Twickenham Mind, founded in 1959, and Richmond and Barnes Mind, founded in 1971.

Trustees

Members of the Management Committee are elected for a period of three years at the Annual General meeting, after which, if they are to continue, they must be re-elected. Between Annual General Meetings new members can be co-opted. It is our aim to have at least two members on the Management Committee who have first-hand experience of mental distress. A representative from the Richmond Users Forum is currently attending meetings to provide a service user perspective.

Trustees are recruited through a process of advertisement, followed always by application and interview, with the aim of securing a good range of experience and skills for the trustee body. There are no outside bodies entitled to appoint trustees, but the charity has a health adviser who attends meetings. New trustees are inducted through visits, documents (including the Charity Commission's guide 'The Essential Trustee') and opportunities to attend training on the trustee role and other governance or mental health issues.

Risk Management



The Trustees have reviewed the major risks to which the charity is exposed, and, where practical, has taken steps to guard against or mitigate them. It has clear policies on many matters of professional good practice and on issues like health and safety; staff receive necessary training, and compliance and standards of performance are monitored through the appraisal and supervision process. The external risk to funding has led the charity to try to diversify its funding sources - though this approach too has its risks - and to seek full cost recovery for any work commissioned by its statutory partners or funded by charitable trusts.

Operational structure

The Management Committee may consist of up to 12 members; at the end of March 2009 there were 11. The Management Committee meets five times a year and is responsible for the strategic direction and policy of the charity. A Finance Committee of five trustees, chaired by the Hon. Treasurer, considers financial matters in more detail. There is also a Personnel Committee, meeting as required, a Fundraising Committee and a Quality Standards Committee. The Charity's Director attends and advises the Management Committee and these committees, and has delegated responsibility for the running of the charity and its performance, supervising project managers and establishing links with commissioners and other stakeholders.

Related Parties

RB Mind is part of the national Mind network, though autonomous. It holds the Mind quality standard for performance in mental health, and has received some funding from Mind's development fund. There are two Mind shops in the borough run by national Mind, and a proportion of their profits comes to RB Mind; under a new national policy this proportion is declining so that Mind can provide more support to less favoured areas.

Locally, RB Mind's activities fit into a spectrum of mental health services, statutory, voluntary, user-led and self-help. Key statutory organisations are the London Borough of Richmond, the South West London and St George's Mental Health NHS Trust (SWL&StG Trust), to which the local authority has delegated management of its community mental health services, and the Richmond and Twickenham Primary Care Trust. RB Mind's activities are influenced by Government policy on community



mental health services, and it keeps in close touch with policy and other changes in the local mental health scene.

RBMind receives support from the Richmond Council for Voluntary Service, and has good relations with other charities in the borough working in mental health, with Carers, homelessness or disability. It encourages service users to become active in the Richmond User Forum and other service user led groups.



2 Objectives & Activities

The Association's charitable objects are: 'to promote the preservation of mental health and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress requiring advice or treatment, in association with MIND in accordance with the aims and objects of MIND.'

Its mission is 'To promote and support mental health in the borough of Richmond.'

We regularly review our aims and revise our objectives, having regard to what has been achieved during the past year and the Charity Commission's guidance on public benefit. During the year Trustees reviewed the key objectives of the organisation for the period 2007 – 2010, which were -

- To operate and develop quality support services for people with mental health problems, their carers and other vulnerable groups, with the aim of promoting good mental health and preventing social exclusion.
- To recruit, retain, develop and support Trustees, Staff and Volunteers in carrying out their roles in a changing environment.
- To maintain the viability of the organisation, achieving full cost recovery for services delivered and developing a diverse base of income for our work
- To contribute to a wider pattern of care through constructive partnerships with other providers, funders and referring agencies.
- To raise the profile of RB Mind and work to decrease the stigma experienced by users of mental health services in the borough
- To develop clear policies, practices and a climate of empowerment to stimulate user involvement across all or our work, and to develop further support for user-led groups and activities.



3 The people we aim to benefit

It is estimated that some 8500 Richmond residents may be receiving treatment for low-level mental illnesses such as anxiety and depression and that many more people with mental ill health do not come to the attention of the health services. Just under 900 people of all ages are estimated to have a psychotic disorder, and 1334 people are registered with their GP as having a severe mental illness – the psychotic disorders or severe depression.

RBMind's services are aimed at adult Richmond residents, though we do not operate any geographical restriction or upper age limit, and most of our drop-ins are open to all. Some services – e.g. counselling, the Vineyard Project, and our community work with the BME communities - have a wide remit and others- e.g. the referral only drop in centres – serve only those with severe mental illness. Where charges are made – e.g. for food or outings in drop in centres – they are subsidised to a level suited to our many clients on benefits; carers' activities are also subsidised, and the counselling service asks for donations on a self assessed estimate of what each client can afford, with those on benefit or in financial difficulties expected to contribute only a minimal amount.

At the end of the year we estimate that around 220 people have used our six-drop in projects, some of who are also members of peer support groups (around 30 members) we are nurturing. 75 people had used the counselling service, and 89 carers used carers' support services. In addition, we were providing over 100 people, a proportion of whom are using mental health services, with volunteering opportunities or a chance to participate in our pilot time bank. User surveys consistently show that upwards of 80% of drop in users feel that the projects help them manage their mental health better, and the counselling service also achieves high benefit rates for its clients. We seek continually to ensure our performance complies with the Mind quality standard we already hold, to encourage user initiatives and to develop better monitoring systems so as to be able to demonstrate the difference that our services make to the well-being of the people we serve.



4 Achievements & Performance

The new 'recovery' approach to community mental health continued to drive changes throughout our growing organisation, as new projects got under way. The New Year saw a part time Development Worker starting work with a remit to help all our drop-ins embed the new recovery approach in their practice and to foster new peer support groups. With drop in managers much has been achieved to provide more one to one help to clients, encouraging volunteering and user run activities and engagement with the wider community. By the end of the year she was also training and mentoring the leaders of five small but active groups, with others in the course of formation. We also participated with Richmond User Forum in setting up an information trolley run by user volunteers on the acute psychiatric Lavender Ward at Roehampton, and a partnership with Mortlake Community Association gave rise to a number of events, and training sessions for a local peer group.

For the first time, too, we were able to engage a full time Carers' Coordinator, who has been able greatly to expand the project and working relationships with the Council and Mental Health Trust. Under a new part time Coordinator, the Counselling Service was expanded during the year to increase the number of clients it can help; later the opportunity arose to participate in a consortium with The Priory and Imagine to plan and improve access to the psychological therapies throughout the borough. A start was also made late in the year on the pilot Time Bank project, with a steering group drawing in other interested local organisations and a start to recruiting users and other would be members.

A new and challenging remit was to become host, under the nation-wide Delivering Race Equality programme, to two community development workers to engage with Richmond's black and minority ethnic communities in order to improve their access to and experience of mental health services, both statutory and voluntary. Initially only one worker could be found, but by the end of the year we had two, one full time and one part time, and an active programme of engagement had already borne fruit.

All these changes involved much management work, and only the appointment of a full time Service Manager made it feasible to run the new projects alongside the existing projects. The benefit of the new post is felt throughout the organisation, enabling the Director to focus on strategic tasks, fundraising and the agenda for



change, while the Service Manager explores, for example, the possibility of contracting for an expanding counselling service, and the best ways to develop the new Time Bank within and outside the mental health community and begin to create a local befriending service.

Uncertainties about the nature of the statutory Commissioners' coming tender to provide community mental health day services continued throughout the year, but the diversification of RB Mind's service portfolio, our closer relationships with the statutory sector and our increased management capacity should ensure that we are seen as a serious contender.



5 Activities

5.1 The Vineyard Project

The Vineyard Project is an open access day centre for a very wide and challenging clientele, including people who are homeless, people with a mental health, drink or substance misuse problem, ex-prisoners and others in need of help. It has had a busy year, which has seen a new management team installed and a strong pattern of service delivery implemented, based on the needs of its increasingly varied range of clients. New opening times were set, reflecting their different needs. Monthly meetings have been held to listen to clients' views and discuss issues raised by them. A weekly program of activities, therapies, and arts and crafts has been introduced, with new volunteers brought in to offer hairdressing, reflexology and massage, and there are regular visits from a solicitor and from the Spear outreach team. The new team's programme of meaningful activities has brought more structure to the lives of those using the project. Closer working relationships have been forged with both funders and partners, including RPLC, Richmond Team Ministry, Vineyard Congregational Church, Spear hostel and outreach teams, The Vineyard Surgery, East Twickenham Mind Shop, and both Community and Metropolitan police forces. Nowadays, there is a wider range of clients using the drop in, reflecting not only the rough sleepers and persons living on the outside edge of society, but also economic immigrants from East Europe, refugees, and professionals who because of the poor economic climate, have found themselves without work and a home – witnesses to the current phrase that everyone is two pay cheques away from being homeless. A wholesale food account has been established, food is delivered weekly, to save both time and money, and staff have more time to concentrate on meaningful activities with clients. The Vineyard is on the move.

5.2 The Social Centre

The Social Centre, our referral only drop-in in Richmond, has had another good year, providing somewhere people feel safe, where there are stimulating activities, a friendly, non-judgemental and welcoming atmosphere, and information and one to



one help to identify and achieve their own aims. Everyone who attends can have a real impact on planning its activities; art, voice movement therapy, dance movement therapy, creative writing, assertiveness, healthy eating / nutrition training, led relaxation, Reiki, massage and music appreciation continued throughout the year. There is benefit advice too, and many opportunities to progress towards recovery. Some of our service users have become volunteers in the community, for example by helping Mortlake Community Association. Others have become key helpers in the Social Centre itself; one of our service users cooked lunch for about 20 people every Monday throughout the year. Clients planned and worked successfully towards a wonderful Christmas celebration, mostly paid for by money earned from the sale of things made in the Social Centre. They enjoyed a boat trip on the Regents Park canal to the London Zoo, and cinema and Kew Gardens Outings. All this contributes to people's well-being, confidence and prospects of recovery.

A survey in December showed that 96% of our service users saw the staff at the Centre as helpful, 86.4% agreed that the project encouraged them to get involved in the community and n100% would recommend our service to a friend. We value our constructive relationship with the Community Mental Health teams, strengthened by meetings and training sessions; in the survey CMHT Team respondents all agreed that the Social Centre was value to their clients. "The Social Centre offers a friendly environment and allows the clients to develop at their own pace. It provides information and education and it's very beneficial to the patients".

5.3 Mind ' n Maddison

Mind ' n Maddison, our small referral only project in Teddington, also aims to work with people's strengths and individual aspirations to support recovery to a meaningful and satisfying life. Confidential space to voice their anxieties and promoting social inclusion are particularly important to people who have lost confidence and social skills. By one to one listening and helping people to make sense of and accommodate what has happened to them our team contributes to rebuilding a positive sense of well-being. We also try to help them to become more expert in their own self-care and self management; many service users learned how to be able to relax, get enough exercise, become confident and have a sense of achievement and belonging. The activities, for example assertiveness, art, outings and learning how to cook an affordable nutritious meal, also contribute positively to



recovery. With more flexible hours alternative therapies like Reiki and dance movement therapy could also be offered and we always encourage users to join and socialise through mainstream activities in the local community. The survey showed that 94% of those using the Maddison 'n' Mind service thought that the staff and the service were helpful and 89.3% would recommend the project to a friend.

5.4 Mind in Mortlake

Mind in Mortlake, another open access drop in, is based in the Old Bakery in Mortlake where there is opportunity to meet and socialise in a relaxed environment and identify needs and aspirations with the aim of supporting each other to do more in the wider community. There were activities such as music appreciation, games, IT, help with assertiveness and personal care as well as one-to-one emotional support. Our clients benefited from involvement in meaningful activities, from being treated with respect and being listened to. There were regular outings - local walks, visits to markets, gardens, coffee shops, and trips to the coast and museums. Gradually our building based activities were reduced from four to one day a week. Every Friday local people and Sheenham residents still have the opportunity to meet and socialise with their friends. Users call these Fridays their "great escape" and "carry on laughing" project. There was a disappointing take up of the Saturday outings, and as such these were temporarily cancelled. On Sundays our clients meet locally for lunch - from October without a staff member present. Wednesday's activities were taken into the capable hands of a service user who runs the peer led group "Coffee and Smiles". There has been a marked improvement in users' social confidence, more mutual support and a positive view of life in the community.

5.5 Centre 32

Over the last year **Centre 32**, our open access drop-in in Twickenham, **has** also changed its focus to become a place where it is possible for people who experience mental distress to lead full and active lives. This is an evolving process; though we have made great progress there is much more that we need to do to achieve our ultimate aim. Improving client confidence has been a major theme. Many new activity groups have started, the most rewarding have been computer training, pottery classes and creative writing – all user led groups. Further growth of user participation



like this is something we are encouraging. Everybody involved benefits and clients enjoy working with their peers. We have also started assertiveness work, both group and one to one sessions. We are addressing an imbalance between men and women attending the drop in, partly through setting up a women's group. Since October this has helped attract, and keep, a 100% increase in the number of women who find they can benefit from our service. A big success this year, too, has been the introduction of yoga classes, so well attended that we had to hire the local church hall. We plan to open this group to the local community, thus lowering the perceived barriers between those who attend the centre and other members of the community. For many of these and other activities we rely heavily on volunteers to help us; the trained yoga teacher who runs the yoga sessions is invaluable. In August Bovis, a local contractor, dedicated a week to redecorate the centre and garden area; the centre has become more welcoming and comfortable for clients. Fund raising for 2008/9 by staff and clients raised over £1,000, and organisations like the Royal Bank of Scotland and Starbucks have been willing partners in helping the centre.

5.6 Ham Friends

Ham Friends This year our aim has been to become involved in the community and encourage service users to enjoy all that this can offer. So we have had lots of community activities and outings, partly funded by money raised at a quiz night in partnership with Ham Scouts. We secured Civic Pride and RPLC funding to brighten our courtyard garden ourselves with a mural and garden in pots. We also were able to buy a BBQ, which we used all the summer. A photograph album of pictures of the summer activities was entered into the Art and Soul art exhibition at Orleans Stables Gallery. We also started a Monday film and newspaper group and celebrated Halloween in fancy dress with the film 'Nightmare before Christmas' and sinister looking food. A theatre visit brightened November, and at Christmas we celebrated at Ham - several service users had birthdays on or around the festive period - and with a Christmas dinner in Kingston. Our craft group is led by one of the service users, and its card making was on sale at the Happy Soul event in Ham. The tea bar is now self service. Ham Friends has continued to work closely with the Working Together in Ham community group and Richmond Housing Partnership. We undertook some community scoping research about the feasibility of a Women's Mental Health well-being service for Ham.



5.7 Lotsa Plot

Lotsa Plot;our allotment project, Lotsa Plot set out to bring Ecotherapy to Richmond, as a option for people who experience mental distress and others who would find it of benefit. It aims to improve service users' mental and physical well being, decrease social isolation through involvement in a popular community activity and help them appreciate the benefits of fresh fruit and vegetables in the diet – produce is used for meals at our different drop ins. Much progress was made over the year in taming what is quite difficult terrain; there are more vegetable beds, one raised, a fruit cage, and more crops growing .27 people who experience mental distress took part in the Lotsa Plot project over the course of the year, while 13 people from the local community regularly volunteered. This had the added benefit of 'mixing' people from all walks of life, regardless of their mental health background. All were supported by the Lotsa Plot project worker, and sometimes a co-worker. Social Centre users visit the allotment regularly, and referrals came also from the Community Mental Health and Recovery teams and Imagine Vocational Services. We made friends with fellow allotment owners near our patch, 10 people came to our Guy Fawkes celebrations on the plot and our first anniversary gathering. We also formed working partnerships with Richmond Environment Network and the Friends of Crane Park Island. The project was Highly Commended in The Richmond and Twickenham Green Guardian Awards.

5.8 People's Network

Under the heading **People's Network** – doing stuff togetherwe report on a new initiative made up of groups and networks run by and for people with experience of mental distress. We at RB Mind support the co-ordinators of these groups in what is not always an easy role, but the groups themselves are totally peer led, a living testimonial to the strengths and talents of people with experience of mental distress. Since our launch last October several new groups have joined others already emerging. A peer group is running somewhere in the borough for 40 hours each month – over a full working week of contact time made available by and for people experiencing mental distress.

Groups meeting at the end of 2008-9 were –



- Coffee and Smiles – a weekly social and outings group
- Mortlake Women's Group – monthly group meeting to socialise and learn new things
- Pottery and Modelling – bi-weekly group turning ideas into clay objects
- SMART – art appreciation group
- Whitton Mereway Social Club – weekly social and support group.
- Our Development and Support worker was also closely involved in the changes in our drop in network reported above.

5.9 Counselling Service

The year 2008/2009 saw an increase in the number of volunteer counsellors working in the counselling service from six to twelve, with each counsellor now working with three clients for up to sixteen weeks. This increase allowed the service to assess nearly one hundred potential clients and to provide approximately 700 hours of one to one counselling. The most frequent mental health difficulties dealt with were depression, anxiety and relationship problems, although the service dealt with many other problems as well. At the end of treatment 76% of people reported improvement.

In February the Counselling Service held a training day for its counsellors on the impact of culture on the therapeutic process, and a further training day on the same subject is planned for the Autumn.

The Counselling Service is continuing its expansion by introducing computerised cognitive behavioural therapy (cCBT), an internet approach to counselling which those with mild to moderate depression or anxiety may benefit from. "Coping with Life" courses are also planned. These are group courses which give participants help with such issues as anger, depression etc.



5.10 Carers in Mind

From May 2008 to August 2008 there was no project co-ordinator in post. With the help of volunteers, however, a basic level of service was still provided. What follows relates to the six busy months from September, when the new full time carers project coordinator took up post.

An early aim was to increase the take-up of respite breaks, currently very low. In the remaining 6 months the year's 500 target was almost met, with 493 breaks being provided. A new carer's Breaks and Activities Group decides how the money for breaks shall be allocated; there have been popular social outings – a picnic, Xmas dinners, theatre and other trips – and monthly lunches that relieve social isolation. 8 carers took individual breaks away from Richmond, and there was also one group away break. Massage is also popular as a way of relieving stress.

The three support groups continued their work, and there were discussions about new groups for carers of those with personality disorders or in touch with the assertive outreach team and a new group with a professional social worker as lead. An opportunity to discuss issues about local services increased, and an independent carers voice group is being formed. Carers are now involved as carer representatives on the Mental Health Sub Group and the local acute ward, another is a support group leader and eight helped test the new carers' assessment form for self directed support.

In partnership with the mental health trust, a new Expert Partners in Care programme of training has started to improve carers' communication skills and confidence in coping with serious mental illness. There is statistical evidence that this work reduces relapse rates in certain illnesses. There were 40 attendances at the five two hour training sessions held since September. The growing partnership with the SWL&StG Trust and Borough means many meetings at which there is an opportunity to make suggestions for improving carers' experience of the statutory services, and some promising developments are under way. More information sheets are available, and more books have been obtained for the project's lending library.

While much of the effort of the project goes into group activities, there is also a demand for one to one work. Carers new to the project have a one to one interview so that the coordinator can learn about their circumstances and needs, and in addition she has provided 40 hours of telephone support, corresponds on email with 10 carers and is available at regular drop in sessions and for individual pre-booked interviews (26 hours).



Many referrals are made to other sources of help, e.g. benefits or legal advice, the CMHT, or our own counselling service. There is a demand for advocacy, which is too time-consuming for the project to meet.

5.11 BME (Black & Minority Ethnic) Mental Health Community Development Work

In July 2008, a new programme was started to support Black and minority ethnic (BME) communities in the borough and improve their access and experience of mental health services. The aim is to work together with local communities and service providers to address issues such as stigma and institutional racism.

In our first nine months, we focused on building capacity in the community and did 12 workshops on topics such as stigma and depression with a range of community groups in Richmond. We were able to support the Iranian Disability Support Association in setting up the "Healthy Body, Healthy Mind" project, providing one to one and group therapy sessions in the Farsi language. Other community groups were supported as well and in total we helped to raise over £15,000 pounds for local projects.

Together with a partnership of community organisations and South West London St George's Mental Health Trust, we organised the Happy Soul festival, which saw community events in Ham, Whitton and Heathfield as well as film screenings at Richmond Odeon. It was a great success with about 100 people attending each of the community events.

To ensure that service providers are aware of the specific needs of BME communities in Richmond, we set up the BME Mental Health Steering committee with partners from NHS Richmond, SWL&StG Trust, Ethnic Minorities Advocacy Group and Kingston Advocacy Group.

Finally, we supported 6 volunteer community researchers, who themselves had recently migrated to the UK, to identify the needs of BME communities in accessing GP surgeries. A lot of work remains to be done, since only a small minority of the 57 people interviewed knew that it is possible to access mental health services through a referral from the GP.



In the next year, we hope to continue to focus on involving BME service users by establishing a BME service user forum and supporting volunteer community ambassadors to provide mental health information to migrants and ethnic minorities in Richmond.

5.12 Volunteers

Richmond Borough Mind is grateful for all the hard work of our committed body of volunteers. These include more counselling volunteers than ever before, the carers' group volunteers who carried on the service when the post of carers project coordinator was vacant for six months, and the many volunteers who help in our drop in service, providing therapies or running creative groups, supporting centre users, helping in the centre coffee bars and kitchens or in the centre' gardens and our Lotsaplot allotment. There are also our Administration, IT and fundraising volunteers who are very busy behind the scenes supporting our services. Many have themselves experience of mental distress and all make a real and valued contribution to the services we offer. Numbers of RB Mind volunteers varied throughout the year around the 75 marks, and still growing, and we estimate that we have benefited from at least 3,000 hours of their skills and time. Some of our trustees, too, put in many hours of work - one of our trustees is our volunteer co-ordinator, and others help in other ways, e.g. with fundraising.

5.13 Richmond Time Bank

A new and exciting project started as a pilot this year, to bridge the gap between our clients and the wider community, and increase opportunities for mutual aid and befriending for lonely people. This is the Richmond Time Bank. Though our vision is of its spread throughout the borough, we have started from the base of our own clients and their skills and aspirations, drawing in others from the wider community. How it works is this. Anyone can apply for free membership. Members then accumulate time credits by giving time to others or organisations in the borough, and these can be used to request services from others or take advantage of opportunities that the time bank offers. So far we have focused on increasing social and leisure opportunities, as well as enabling people to get some of their needs and wishes for companionship met and to access training in order to increase their skills. Some can exchange services – e.g. help in painting a kitchen - for help from someone with other skills. Others can accumulate time credits through volunteering



with our projects or other local community organisations. From the first the project aroused much interest among our clients, and by the end of March we had recruited our first members, finding that they could offer quite a wide range of skills and services. We also planned a series of social and training events, which, over the next year, will provide many more opportunities for engagement, involvement in the wider community and reciprocal aid for our growing membership.

5.14 Governance

Governance This was a year of many changes, as our Vice Chair Bill Weisblatt, with Twickenham Mind for over x years, Kath Raven, our long-serving Hon Treasurer and Rachel Dickson, one of those who set up the Vineyard Project all retired. Three new trustees with highly relevant experience joined us, one to become Hon Treasurer. Several Trustees attended training on issues relevant to our strategy, and the various subcommittees have been busy, updating policies, working on fundraising and overseeing the changes to our financial system.



6 Financial Review

A major change this year came with the retirement of our Hon Treasurer, Kath Raven, who worked tirelessly to manage all our financial business for many years with support from an independent bookkeeper. As a result we appointed finance officer and took the management of our finances in house, planning to phase out the work of the book keeper after the year end. This has involved a steep learning curve, but the new Hon Treasurer and another accountant trustee have helped with the transition, and with improvements to our management information.

Implementing plans for new or expanded services – the new project to improve access for members of Richmond’s Black and minority ethnic communities to mental health services and their experience of them, development work to support peer led groups and increase the emphasis on recovery and service user participation throughout our drop in services, the expansion of Carers in Mind with a full time carers support coordinator post, grants to pilot a Time Bank with the additional aim of creating a befriending scheme - placed heavy demands on RB Mind’s management, and it was decided to create a post of service manager to share the load. Later in the year the Counselling project expanded, and we were involved in negotiations for it to become part of an NHS funded consortium of talking therapy providers for Richmond.

While all this new work brought in new funding, recruitment and implementation took time, and much of some grants had to be carried over to the following year. A major review of the work of the Vineyard Project took much time and involved restructuring and other costs, but the new team approach quickly proved its worth. Fundraising was vital; especially to support those of the drop in projects not specifically supported from statutory sources and the increased management costs arising from our growth and new finance arrangements. Uncertainty about the aims and timing of the expected tenders for community mental health services continued, and the effect of the introduction of Self Directed Support on local mental health services is also a future challenge. It is clear that 2009-10 will be another difficult year.



6.1 Investment Policy

Some money is invested in Birmingham Midshires Selector Account (short term); some is in the CAF Gold Account, and the rest in CAF Current Account to meet cash flow requirements. Over the year interest rates reduced considerably. The balance between the different accounts is kept under constant review.

6.2 Reserves Policy

Our aim remained to increase our reserves to at least £110,000, to ensure that we could keep on running any core project losing its main funding for a period of some three months to allow time for alternative sources of funding to be explored and for decisions on its future, and that of the staff working in it, to be taken after due consideration. This will not always be necessary when a project is wholly funded under an SLA or contract from one of our statutory partners, as good notice of the ending of such arrangements is always given. We are concerned that our unrestricted reserves, after a good year in 2007-8, have shrunk by £29,000 – this was due to the restructuring of the Vineyard project and also Trustees decision to invest in growth within the organisation, by supporting an expansion of core costs through reserves. We also continued to run our Centre 32 and Vineyard projects at their normal level, although grants and fundraising did not fully cover their costs.



7 Plans for the future

A big focus will be to embed our new services both into the organisation and into the pattern of healthcare in the Borough. Much needs to be done both to raise the profile of our services to the many people in the borough who experience mental distress, and to smooth the pathways into and through our services.

In the year ahead we will put a lot of work into our new strategic plan and into meeting the National Mind Quality Assessment – we are aiming to achieve a higher quality grade, which if we were successful would be endorsed by the Charity Commission. We will also have to work hard to bring our unrestricted reserves to a healthier level and to limit overspending by operating projects that are not fully funded.

We will be using our knowledge of the diversity of mental health needs and the particular needs of Carers, together with our links with other organisations in the same field, to try to influence the planning of service provision and commissioning. We will also seek to ensure Service users and Carers voices are heard more in decision making bodies and also within RB Mind itself. Of particular importance to our future financial viability will be the future funding for carers support, the expected tender for strategic services and the review of commissioning of day services for the borough. We shall be aiming to adapt some of our community services to new thinking, while continuing to provide a high quality and competitive service.

We hope to see our Counselling and Ecotherapy services soundly established and plan to celebrate World Mental Health Day and the 50th anniversary since Mind came to Richmond, both good opportunities to raise awareness and understanding of mental health to all in the borough.



8 Officeholders, Trustees & Management

President Eleanor Ennals

Vice Presidents Dr V Cable MP
Baroness Tonge

Trustees Penny Lee CBE Chair
Bill Weisblatt Vice Chair (till Oct 2008)
Kath Raven Hon Treasurer (till Oct 2008)
Adam Park Vice Chair (from Oct 2008)
Jennyfer Espie Hon Treasurer (from Oct 2008)
Dean Brown
George Chamberlain (co-opted Feb 2009)
Rachel Dickson MBE (till July, 2008)
Louise Erhardt Hon Secretary (till Oct 2008)
Janet Kingston
Aled Morris (co-opted Feb 2009)
Cheryl Ould Hon Secretary (from Oct 2008)
Noelle Poole
Zoe Reed

Director Emma King

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mental health**

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