



For better mental health

RICHMOND BOROUGH MIND ANNUAL REPORT 2005-2006

Richmond Borough Mind annual report 2005/2006

2007 Year Planner

Open access DROP-IN SERVICES

Richmond Borough Mind runs four open access drop-in projects where anyone can attend, with no referral and no unwanted intrusion into their past other than what may be needed to help with the problem

they are currently facing. The people who come often experience mental distress, social isolation, behavioural and learning difficulties, drug and alcohol addiction and sometimes homelessness.

Centre 32

It has been a busy year at the Centre, with new flooring throughout and significant improvements in the garden and patio area, including raised flower beds, better shelter and lots more space. All of the work to improve the garden was funded by the St Margaret's fair committee.

The Centre has run at capacity all year, with staff helping clients to access advice, information and activities outside of the Centre. Staff have also worked hard to diversify what is on offer to clients: a new computer workstation and art cupboard have been installed, whilst regular talks about food and mood and mental health service re-design have been popular. Ten clients enjoyed a one week holiday in Broadstairs, a group of clients maintain the new allotment site and a pilot project with the Ramblers Association helped clients partake in 'led walks' across the borough on spring days.

A big thank you to the clients who help in so many ways to keep the centre running as an effective and responsive community resource: they have helped to fundraise with their own book stall outside of the centre, monitored outputs, helped design a new publicity leaflet and devised a new 'code of conduct' at the project. We are also very grateful to volunteers at the centre who enable us to provide counselling, homeopathy, massage and much more.

We do not have room here to list all our financial supporters, and would like to thank the many individuals who have made donations, large and small, towards our work. We also thank the following organisations for their substantial contributions:

Ham Friends

2006 saw a new member of staff start at the project: Jenni, who brought with her a wealth of experience in working holistically and sensitively with clients. Between herself and Uta several successful workshops have taken place with clients, which have included relaxation and stress management. Ham Friends is open for two afternoons a week. Activities this year have included outings to Kew Gardens and Brighton, a pool competition, summer BBQ and film club, as well as participating in a local community based mosaic project.

Service users are actively involved in the running of the centre by contributing their views at service user meetings. They also help to keep the centre looking clean and in the summer restored the garden furniture. We would like to thank the Royal Bank of Scotland, who recently re-decorated the entire centre as part of one of their 'team building' days.

Tuesday Club

The Tuesday club is a longstanding out of hours group in the borough which runs on a Tuesday evening and offers people a chance to socialise with others, partake in activities and buy an affordable hot meal. Members have this year enjoyed a trip to Broadstairs, Jazz night and Circus skills workshop.

Chair's REPORT

2005/6 has been an eventful year for Richmond Borough Mind, with our Director Adrian Gibaut leaving and his successor, Emma King, very quickly finding her feet in what has been and still is a rapidly changing environment.

The proposal from SWL&StG Mental Health Trust to close both day hospitals serving Richmond led to a successful campaign, which we joined, for a commitment to keep the Maddison Day Hospital open. The Trust then set about to fundamentally redesign all the borough's mental health services, a process in which we were involved and which could have major implications for our services.

Throughout the year all our projects have continued to provide a caring and effective service, exceeding the targets set for them and making progress on the strategic aims in our current business plan. Planning started early for the process by which trustees, staff and users will feed their ideas into the new plan for 2007-10.

We were sorry to lose two valued trustees in October 2005, but a recruitment exercise has enabled us to find new trustees with skills and firsthand experience of mental health services, which will strengthen us for the future. Penny Lee

I consider myself privileged to be heading an organisation as caring and hard working as Richmond Borough Mind. Having been in post for one year, I am continually impressed by the efforts everyone in the organisation makes, during a difficult time financially and with the equivalent of just 10 full time staff.

The reports which follow show some of the achievements of our 8 projects during 2005-2006; we estimate over 700 people used one or more of our services in the past year.

Strategically, we have put much effort into fundraising, particularly as three major key grants were due to end in March 2006, resulting in a 15% drop in income. We have improved our record-keeping to demonstrate who our users are and how we work with them. The Mental

I would like to praise the staff team for the caring and creative work that they do, often with very limited resources, and thank our service users, who are an inspiration to me.

Health Services re-design has also demanded much time, and we are thinking hard about how RB Mind can balance the need for change with maintaining the services its users know and rely on.

Richmond Borough Mind faces a lot of challenges and opportunities in the coming year. We need to strengthen its internal structures and to adapt to new policies on health, wellbeing and choice and to the new commissioning environment.

We owe it to present and future service users to keep up to date and imaginative in thinking how we could best play a part in the new pattern of mental health services. Emma King

TRUSTEES		
Penny Lee CBE Chair	Patrick Rice Secretary (retired October 2005)	Janet Kingston Secretary (retired October 2005)
Bill Weisblatt Vice Chair	Barbara Alexander Secretary (from October 2005)	Helen Robinson Secretary (retired October 2005)
Kath Raven Treasurer	Rachel Dickson MBE Joanna Gregory	Inma Vidana Pauline Williamson

Volunteering

What would we do without our volunteers!

People of all ages and backgrounds have responded to our advertisements. This year we have received 51 enquiries about volunteering and from this number 16 people started helping in our centres. In total we have 45 volunteers, and their dedicated work enables Richmond Borough Mind provide a high standard of care for mental health

services users. During the past year, we have conducted a survey to get the views of volunteers on what training they would like. From this survey we will be running a series of training in 'Uses of Psychiatric Medicine' and 'Involving Service Users in Running Projects'. Our stall at the Richmond May Fair this year was a great success and was almost completely manned and supplied by our volunteers.

In June we held a training session run by Jed Wardley, chief training officer for the disabled at Richmond CVS.

We are extremely grateful to all our volunteers in all their many roles: their commitment, skills and enthusiasm, involvement and hard work is a vital element of our organisation.

Vineyard Project

All of the team have worked hard this year to provide the services clients need, an average of 60 clients attend the project each day. The work of the project has been developed to include a comments box, bi-monthly user meetings and new client and activity monitoring procedures. Regular weekly activities at the project continued including: aromatherapy, reflexology, chiropody and cinema trips. We were also pleased to welcome a new drama therapist – Stephanie. Late last summer clients enjoyed a day trip to Brighton, whilst in spring a new front entrance into the project was introduced to give increased privacy to our landlords, the Vineyard church.

The charity shop has continued to raise much needed funds for the project; it is run completely by volunteers and really is a treasure trove right in the heart of Richmond. We have also benefited from the help of a social work placement and have re-established our community integration scheme – where we welcome work placements from Latchmere Prison to help prisoners gain some work experience.

Counselling SERVICE

The RB Mind Counselling Service has been in considerable demand during the past year with all nine volunteer counsellors and the Clinical Director working to full capacity. Despite the demands on the service, we have been able to see clients for an initial consultation within two weeks of a first phone-call in nearly all cases.

We have been able to enlarge on the services we offer, having taken on new counsellors with specialised skills in areas such as bereavement counselling, cognitive therapy and working with special needs to name a few.

As well as offering vital support to people who are in crisis, recovering from a breakdown, suffering from post traumatic stress, relationship problems, or bereavement, to name just some of the difficulties we work with, counselling often means that an individual is able to have an alternative to taking psychotropic medication. This is in line with NICE recommendations for the recommended intervention for mild to moderate depression.

In nearly all cases the feedback we receive from clients after their counselling has ended is very positive and indicates that most people feel greatly helped and able to continue with their lives in a way that is more empowered and free of many of the constraints that were there previously. 65% of our clients have reported feeling 'considerably improved' whilst 35% of clients reported feeling 'improved' having received counselling.

Bobbie Sutton has been developing a C.P.D. programme (Continuing Professional Development) which has included Scientific Evenings, a workshop on Shame and a clinical training day on working with clients' dreams.

Carers PROJECT

The Carers project has gone from strength to strength this year with over a hundred carers on our database, three evening support groups and a twice a month drop-in service.

Development of the project has included a six week pilot drop-in for Carers on the psychiatric ward at Tolworth Hospital, which we hope to continue on the new Lavender Ward at St Mary's Hospital. In January 2006 we ran a six week training programme for Carers where they attended talks which included Family Intervention in Psychosis, Care Programme Approach, Counselling and Coping with Relapse. The feedback obtained from this programme was very positive, with 62% of Carers finding the training 'extremely useful' and 38% 'useful'.

We were able to provide Carers will 580 breaks from the caring role in 2005-2006, with trips including a picnic, jazz cruise, high-tea in Brighton and a mini break in Berlin.

Recently we were very pleased to welcome Sarah Coakley as part time Carers project worker, whilst Silvia Carderelli-Gronau takes maternity leave.

Statement OF FINANCIAL ACTIVITIES 2006 for the year ended 31 March 2006

	2006 Unrestricted £	2006 Restricted £	2006 Total £	2005 Total £
Incoming resources				
Incoming resources from generated funds				
Voluntary income:				
Grants, donations and legacies	42,465	276,510	318,975	281,530
Activities for generating funds:				
Shop income	24,551	-	24,551	26,157
Other income	1,608	-	1,608	1,147
Investment income:				
Other investment income	5,609	-	5,609	4,877
Incoming resources from charitable activities				
Food sales	-	10,561	10,561	9,950
Total incoming resources	74,233	287,071	361,304	323,661
Resources expended				
Cost of generating funds	-	3,433	3,433	-
Charitable activities	-	333,984	333,984	305,700
Governance costs	-	9,043	9,043	3,281
Total resources expended	-	346,460	346,460	308,981
Net incoming/(outgoing) resources before fund transfers	74,233	(59,389)	14,844	14,680
	(59,389)	59,389	-	-
	14,844	-	14,844	14,680
	103,091	-	103,091	88,411
	117,935	-	117,935	103,091

Referral DROP-IN SERVICES

Richmond Borough Mind runs two referral drop-in services in the borough: a longstanding project in the heart of Richmond, the Social Centre and a pilot project at the Maddison Centre. Both services take referrals from either of the four Community Mental Health Teams in the borough.

Social Centre Maddison 'n' Mind

Andrea Gaffney took over from Lucy Woodhouse as manager of this project in November 2005, whilst Jackie Williams took over from Liane Pibworth. Kerrie Campbell, a long standing staff member, was on hand to help ensure a smooth handover and continuity for the clients.

An average of 18 clients attend the Social Centre each day, where they are supported to identify personal goals and where the team work with them, on an individual and group basis, to find new and creative ways to achieve these goals.

Each day the team also prepare a healthy and nutritious meal for clients. The team recognise the connection between good mental health and nutrition and hold active groups regarding cooking and healthy eating.

Every Wednesday the clients enjoy an activities day at other social venues whilst activities inside the centre have included an eight week video project and a dance movement therapy course. This year clients also produced a Centre magazine called 'US' and an 'End of Year Book'.

All of the pictures in this year's annual report / year planner were produced by members of the Social Centre and voted on at an art exhibition held in the Centre.

Maddison 'n' Mind – the name of this project was chosen by clients in a competition - aims to help prepare clients for being discharged from the Maddison Day Hospital, giving them support in what can be a difficult time of transition. The project runs once a week, on a Wednesday afternoon, where clients can drop-in and receive support, whilst also having the option to take part in a variety of confidence raising activities - both in and out of the centre.

Monthly outings to other venues in the local community have included Christmas lunch, galleries, bowling, Kew Gardens, Hampton Court and a restaurant lunch, and creative ways to achieve these goals. Clients say that getting out in a group and enjoying themselves diminishes anxiety and phobia and awakens a desire to go out and be more active again.

Regular user meetings take place and there is also a comments book and an open ear to suggestions and ideas.

After 10 months the service is well established with growing attendance, 45 referrals have been received and an average of 15 clients attend each session. The outcomes of the project so far reflect positive user progress in terms of group interaction and cohesion, development of confidence and enjoyment - verbally, creatively, personally and socially.

Balance SHEET 2006 as at 31 March 2006

	2006 £	2005 £
FIXED ASSETS	18,667	21,042
CURRENT ASSETS		
Cash at bank and in hand	151,315	130,344
Debtor	-	4,500
	151,315	134,844
CREDITORS: amounts falling due within one year		
Grants received in advance	38,500	42,259
Other creditors and accruals	13,547	10,536
	52,047	52,795
Net current assets	99,268	82,049
Total assets less current liabilities	117,935	103,091
RESERVES		
Unrestricted General funds	115,935	98,440
Designated fund	2,000	4,651
Restricted funds	117,935	103,091
	117,935	103,091

I am pleased to be able to report another good year in our charity's finances, mainly due to an unexpected donation of £15,000 from Hampton Homecare Health Trust, which has been wound up. As this charity was in Hampton, we felt it right to spend a reasonable amount of money on new flooring at Centre 32, our nearest project to Hampton, and have spread the rest of the money across the projects. We also did well on donations, and both the Richmond Mind shop and the Vineyard shop performed well. All this together resulted in an increase in reserves to £99,269 (our reserves policy requires a figure of £80,000). This will stand us in good stead for the year ahead, when several big grants come to an end. My thanks to Kirsten Brown, our part-time administration and finance assistant, David Todd, our bookkeeper and also to Jo and Emma for their tireless work in raising funds. Kath Raven, Treasurer

Barnes Workhouse Fund
Bill Brown Charitable Trust
Bridgehouse Trust

Charlotte Wade Charity
Chelsea Building Society
Charitable Foundation

Christians in Richmond
CVS Grants Direct
Greggs Bakery

Hampton Fuel Allotments Charity
Hampton Homecare Health Trust
Lloyds TSB Foundation

Oliver Borthwick Trust
Richmond Borough Social Services

Richmond & Twickenham
Primary Care Trust
Richmond Parish Lands Charity
Richmond Team Ministry

Royal Scottish Society
Stephen Robertson Fund
SWL&St George's
Mental Health Trust

St Margaret's Fair
29th May 1961 Charitable Trust
Twickenham URC

Wates Foundation
Working Women's Network