Address from the Chair

Richmond Borough Mind ends 2016/17 in a strong position. There have been sufficient reserves to allow for the complete refurbishment of our community building at 32 Hampton Road with substantial contribution from local funder Hampton Fuel Allotment Charity and Richmond Parish Lands Charity. The development will create opportunities to extend our services and to respond to some of the needs identified through consultation with our service users and carers.

With a view to the future and the implementation of the national Five Year Forward View for mental health (co-authored by National Mind’s Chief Executive, Paul Farmer) there will be a greater push to maintaining people in the community to reduce the need for lengthy hospital stays. Clearly this will only work if there is sufficient resource in the community. RB Mind is working closely with local provider partners and commissioners to create this transformation. The organisation is a valued partner in mental health provision in the borough and discussion continues on how services can be shaped to provide the outcomes service users want.

Internally the board has worked with the executive team on the challenges of identifying suitable new accommodation and executing the move to four new sites. This brings the need to find new ways of working but services are settling well in their new accommodation. The whole team is to be commended on their commitment to making the transition as smooth as possible for Service Users and Carers.

We look forward to a period of stable accommodation and this will allow us to focus more on looking for new opportunities for funding and partnerships in 2017/18 and beyond.
Chief Executive’s Report

Richmond Borough Mind (RB Mind) continues to extend our reach to the community this year providing services to more than 6000 people in the borough. Delivering wellbeing sessions in schools and psychoeducational groups under the Richmond Wellbeing Service gives us the greatest access to people who may be prevented from developing more serious issues having been given greater understanding of mental health. Awareness raising in this way also helps to chip away the stigma sadly still far too present.

The organisation is challenged by the decrease in the statutory funding we have had in the past for many of our projects. Crucially, though, we have a voice in the future direction of service provision in the borough through a new way of commissioning. In autumn 2016 it was announced by the local Commissioners of health and social care services that RB Mind would be one of the recognised capable providers of mental health services in the borough. This group of providers has worked with service users and carers to consider how their experience of local services should and could be improved, and has started to plan for some long term changes.

Alongside the transformation programme for local services, RB Mind started a search for new accommodation in the borough with the need to move from our longstanding base in Richmond Royal Hospital. The staff and trustees are immensely grateful to South West London St George’s Trust for supporting our stay for over 38 years. While there was great sadness finally leaving the building in August 2017, this move has triggered the complete refurbishment of our community building at 32 Hampton Road, giving a permanent base for a greater number of services.

Now established in new accommodation with a spread across the borough we will continue to provide high quality services and develop new ones in response to local demand. Staff and Trustees are very grateful to Service Users and Carers for their support and input throughout the move.

Welcome to Richmond Borough Mind

Richmond Borough Mind is rooted in the local community and exists to meet local mental health needs. Through our various projects, staff and volunteers, we provide high quality, individually tailored services so people can live full lives and be connected to other people in their communities.

Our Vision

Our vision is of a society where people who experience mental health issues and their carers enjoy a good quality of life within their local communities.

Our Aims

- Staying well: Support people likely to develop mental health problems, to stay well.
- Empowering choice: Empower people who experience a mental health problem to make informed choices about how they live and recover.
- Improving services and support: Ensure people get the right services and support at the right time to help their recovery and enable them to live with their mental health problem.

Our Mission

- We promote good mental health for everybody and campaign for positive change.
- We provide high quality services, information and support.
- We focus on recovery to promote independence, support people to help themselves and help people realise their potential.
Richmond Wellbeing Service

The Richmond Wellbeing Service offers a range of support to people experiencing common mental health problems such as depression and anxiety, as part of the national Improving Access to Psychological Therapies (IAPT) scheme. We help people to learn techniques to feel better and keep well in the future, mainly through groupwork. We work in partnership with East London NHS Foundation Trust to provide this service, using the principles of stepped care i.e. your GP is step 1 on the ladder, and Richmond Borough Mind provides help at step 2.

Peer Group Network

Our Peer Group Network is made up of activity groups run by and for people who experience mental health issues. This year the Network was supported by 27 Peer Volunteers, each bringing their own unique experience of mental health, which they share to empower our members to increase their resilience and stay well. Volunteers who get involved with the project have their own skills and interests in anything from reading and cooking to art and yoga. This support has enabled us to provide services across the Network to 104 members including 47 new members this year alone.

"The facilitators are fabulous, they are so understanding. I like how the course focuses on practical changes rather than dwelling on the past and the reasons we may think a certain way."

Richmond Wellbeing Service service user

Following a year of being unable to do anything, Alex decided he had to do something to change his life. He joined our Peer Group Network. Through our training he gained an understanding of how to empathise with, and support, vulnerable adults. He then became involved with our Procrastinators Anonymous Richmond (PAR) group, as he felt that this would give him the opportunity to help others, as well as help himself to overcome challenges completing his own college work.

As both a volunteer and attendee, Alex feels that he benefits from having met like-minded individuals, and being in an environment where he can relax, be himself, and have a good laugh – all while being productive and getting things done that he would struggle to do alone. He feels his training and experiences with the Peer Group Network have supported his personal approaches to his college work, and through his involvement with volunteering at the group he feels that he has developed the tools and understanding to work with our client group. He completed an A Level earlier this year and is very proud of his progress.

Alex’s confidence has increased, and he recognises his personal attributes which have enabled him to work so effectively with our clients and empower individuals with new skills. He says he would never have believed several years ago where he would be now, and his dedication and commitment to helping others and improving his own life shines through. He is working on goals he wishes he had done years ago, and is very clear in his mind now that he wants to be working towards paid employment.

Alex says: “The Peer Group Network is fantastic – it brings you out of yourself and gives you the opportunity to take your mind off things and enjoy sharing time with other people and learn from others’ experiences. In my role I can share what has happened to me to support others, and giving my time to help people gives me something to look forward to. I couldn’t have picked better people to work with.”
Psychotherapy and Counselling service

Our Psychotherapy and Counselling service provides a range of therapies which aim to support people while they are in emotional need and a space where they can explore and recover from psychological difficulties. We offer the following styles of therapy: psychodynamic, integrative, person-centred, existential and cognitive behavioural. Many clients refer themselves. We also accept referrals from GPs, psychiatrists, social workers and other health professionals.

Carers in Mind

Families and friends play a vital role in supporting people with mental health problems. Our Carers in Mind team in turn supports them with their own mental health needs. We run social activities including our monthly lunches where they can meet other carers in a similar situation to them. We also provide information and resources on the role of a carer and this year our Acute Carers Recovery Worker continued to offer confidential support, advice and guidance for families and friends who are supporting someone during an acute crisis period. The total number of carers in the service is 484 with 78 new registered carers this year.

Providing spaces to grow

Tony’s Story

Tony’s daughter is a young adult in her late twenties, currently living in supported residential accommodation. She was diagnosed with a personality disorder as an adult. She has been violent and abusive towards her father on many occasions, which has driven a wedge between them and Tony felt very wary about contact with his daughter.

Growing up Tony had a difficult relationship with his own father who had drug problems. The effects of this relationship continued into Tony’s adult life and his relationship with his daughter. He struggled to trust people and frequently had suicidal thoughts.

Our Carers in Mind team gently built up a relationship with Tony over time and helped him to develop trust in us. We encouraged him to attend one of our carer support groups. He said he found it helpful to hear the stories of other carers. We also arranged some advocacy for him with social services and the manager of the care home where his daughter lives. Tony attended the carers support group regularly and we also provided him with strategies for healthy mind management and positive thinking techniques.

Tony’s anxiety has now reduced and he is no longer suicidal. He has become less afraid of life and more at ease. He finds he is able to trust people more and is able to explain his feelings in much more depth and to self-regulate. This in turn has improved his relationship with his daughter as he is able to be more objective about his emotions when he is in contact with her.

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Wellbeing Centre

Our Wellbeing Centre is a warm and welcoming place where people can move towards recovery. Through one-to-one support, advice sessions and activity groups including creative writing, art, and exercise, service users build strategies to manage their lives. It is also a place to develop confidence and self-expression. This year we ran a drama project in partnership with Richmond Adult Community College. Over the summer months the Centre was transformed into a film set when we filmed a series of poems written by our service users which we uploaded to our Facebook and Twitter pages on World Mental Health Day. The total number of people who attended the Wellbeing Centre this year was 116.

Mind ‘n’ Mortlake

Mind ‘n’ Mortlake is a satellite service of our Wellbeing Centre based at Barnes Children’s Centre. This year this service continued to provide activities to support wellbeing and an opportunity for service users to meet and socialise. Activities include our Positive Living Group where members can enjoy a healthy meal together and learn about nutrition, and our Musical Minds peer group.

Money Advice Project

Our Money Advice Project helps people manage their money and debt issues. In partnership with Richmond AID, teams of Money Advisors are available to advise disabled people, older people and people with long-term health conditions in the borough. This year the project supported 252 people to secure benefit back payments of £29,586, grants of £12,833 and £23,585 of debts were written off. This support is invaluable in financially stabilising our service users’ lives and offering them hope for the future.

£29,586 of benefit back payments secured for our Money Advice Project service users

8.5/10 average score of our service users for how much our Wellbeing Centre has supported them to be more independent and empowered

"The staff always treat us like we are people not just a condition."

Wellbeing Centre service user

George’s Story

George is 42 years old and lives on his own. He had not kept in touch with his family for many years and was experiencing depression, self-harming and had very low self-esteem.

Awake at night and asleep all day, George found it hard to get out of bed in the morning. He was not able to trust people and had been trapped in his flat for a very long time. In an attempt to change the direction of his life he attended our Wellbeing Centre. He was extremely shy and withdrawn and was anxious by the thought of communicating with other service users.

One of our Wellbeing Centre staff, sensing George’s agitation, took time to have a series of one-to-one meetings with him to find out what was happening in his life and to work on a plan to help him. Within a few months George started developing a trusting relationship with staff and in time was able to extend this trust to other members of the Centre.

George has now completed professional development training at Richmond Adult Community College and he still attends the Wellbeing Centre for on-going one-to-one meetings. From time to time it is difficult for George to feel good about himself and about his future but the support he has received from the Centre has equipped him with strategies to manage his life. He has started to believe that he can enjoy his life and has begun to see that his problems are related to his borderline personality disorder and feels he can now begin to resolve them.

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Supporting young people

Mindkit and Bounce

Our Mindkit project trains volunteers with personal experience of mental health issues to deliver free wellbeing sessions to audiences of young people aged 14-25. The sessions take place throughout the borough of Richmond in schools, colleges, youth centres and other venues, helping young people develop mental resilience. Our Bounce project uses the same model for 10-14 year-olds. Our sessions are designed around evidence-based models primarily the Five Ways to Wellbeing and living mindfully.

Youth Peer Support Groups

This year we were very excited to expand our youth involvement by introducing Peer Support Groups for young people aged 14-25 experiencing mental health difficulties. Weekly evening groups took place in Richmond, Hampton, and Mortlake, and specifically for 18-25-year-olds at St Mary’s University. This was an opportunity for young people to gain support from their peers in a safe and fun environment. The Youth Peer Support Groups were an extension of the peer support model we have been using within our Peer Group Network for the past seven years.

Supporting young people

Richmond has the 4th highest rate of hospital admissions for self-harm in 18-24-year-olds in London

1195 young people (aged 10-13) reached by our Bounce project

1594 young people (aged 14-25) reached by our Mindkit project

This year Richmond Borough Mind delivered a Bounce session to a class of 26 students aged 10-11 years old at Kew Riverside Primary School. The class included three children with learning disabilities and two children with mental health conditions.

This was the first Bounce session delivered by one of our newest volunteers who had recently completed her training. Being paired with our most experienced volunteer was not only a great source of support but also an opportunity for growth and learning from each other – a key benefit of the project for all volunteers. Another new volunteer was also able to watch the session, to help build confidence and security going into his own first session delivery.

The two school staff members at the workshop – the class teacher and the inclusion manager – were extremely impressed, and felt it was very useful for their students. They were also pleasantly surprised by the answers that the students were able to share with each other from their own experiences.

Two students in particular stood out – one whose brother had attempted suicide and had been struggling to understand, and another who was currently being assessed for Child and Adolescent Mental Health Services (CAMHS) treatment. Both students visibly benefited from the encouragement, knowledge, and lived experience of the volunteers.

"The three minutes of mindfulness really helped me relax."

Kew Riverside Primary School pupil
Volunteering

Over the last year we have benefited from the support of 143 volunteers including 61 new volunteers, each with their own unique insights and ideas, and we are pleased to benefit from such a rich resource to support our organisation. Volunteers run our Peer Groups and youth wellbeing workshops, deliver counselling sessions in our Psychotherapy and Counselling Service, and support our communications function through co-ordinating our social media and events. Our volunteers also delivered skills and mental health awareness workshops to volunteers from other organisations in the borough so the knowledge, skills and experience they have picked up at RB Mind could be passed on to create a mentally aware community.

Mental Health Awareness Training

This year we continued to deliver mental health awareness training to a range of organisations in the local community including Richmond Sports and Fitness Services, Richmond Clinical Commissioning Group, National Physical Laboratory, St Stephen’s Church, Solaris Healthcare and Elthorne School, as well as offering free workshops with funding from the Community Learning Fund to volunteers from RB Mind and local charities RUILS and Change Grow Live. The training is suitable for those involved in public facing roles in either a paid or voluntary capacity, and for teams wishing to boost levels of mental health awareness in their workplace.

Creating mentally aware communities

9,638 volunteering hours delivered by RB Mind volunteers

76% of our volunteers said volunteering has helped them to feel like a more active member of their community.

Although Georgie’s creations were often full of pain and unhappiness, her artistic talent was clear. We explored with her how rather than putting her feelings into words, she was able to express them through art. After a few months Georgie became more vocal, and started to communicate with the other members. Soon she began contributing her range of knowledge to the group which inadvertently supported and encouraged others. When a co-facilitator opportunity opened up in the group, we encouraged Georgie to attend our Peer Volunteer Training. The team encouraged Georgie to see how valuable her talents and skills would be to the group, and through years of confidence building, she challenged herself to take on the role.

A few years on, Georgie is now the lead facilitator for our Creative Minds peer group, has completed our Youth Outreach accredited training and become one of our locums, delivering youth wellbeing training, and equalities and diversity training. She has also been involved in presentations for bids on behalf of RB Mind, sat on interview panels, supported Mental Health Awareness delivery, and spoke for us at external events such as World Mental Health Day.

As a consequence of her involvement in our Peer Group Network, Georgie is much more confident, has much more belief in herself and is beginning to recognise her talents and qualities. Five years ago she would never have imagined she would now feel comfortable standing in front of a crowded room, holding a microphone and cracking jokes, sharing her story in a way that inspires many others.

Georgie’s Story

Georgie first contacted RB Mind five years ago, wanting to join an art group. She joined our Creative Minds group, one of the activity groups within our Peer Group Network. At her first session, Georgie was very quiet, would not make eye contact with anyone, and barely spoke.

Our Peer Volunteers saying goodbye to Claire Blackburn who left RB Mind this year after nine incredible years with us and seven years running our Peer Groups.

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Financial review

This year RB Mind grew its reserves by £42,328 from £354,520 at the end of 2015/16 to £396,848 at the end of 2016/17.

In the year, income fell by 1% to £924,118. Richmond Parish Lands Charity funded a new youth wellbeing project, Bounce, for children aged 10 to 14 years old. Funding for the Acute Carers Recovery Worker was received for the full year from the London Borough of Richmond upon Thames. St Margaret’s Fair supported our youth projects - Bounce and Mindkit. A grant from National Mind also helped support our Mindkit project. These were offset by a reduction to funding from the London Borough of Richmond upon Thames to Carers in Mind, and the Wellbeing Centre. Funding from the Richmond Clinical Commissioning Group (CCG) was reduced to our Wellbeing Centre and core support service. Unfortunately, we also lost funding for our Information Navigator part way through the year. Income from our Psychotherapy and Counselling project was impacted by the uncertainty over the lease of space at Richmond Royal Hospital as the site was marketed for sale.

In the year, expenditure fell by 4.8% to £881,790. This was driven by a staff turnover of 45% leading to some gaps in staffing across a number of projects. In this turn reduced staff travel, training, and clinical supervision. Savings were made by moving to cheaper IT support, phone and internet contracts. Postage costs were reduced by the hire of a franking machine. The principle of Full Cost Recovery has been applied to our projects, based on Full Time Equivalent Staffing of the projects. As a result, the Board of Trustees of RB Mind have agreed to cover the deficit within projects by transferring £42,599 from unrestricted funds. Restricted reserves of £1,000 from Kew Village Market for a Wellbeing Centre social inclusion trip, £6,319 for our Acute Carers Recovery Worker, and £3,971 for a Carers’ Peer Mentoring project have been created. In total, restricted reserves at the end of 2016/17 stand at £30,153.

Statutory austerity measures continue to impact our services, so we have very much appreciated the ongoing support of our local funders, Barnes Workhouse Fund, Hampton Fuel Allotment Charity (HFAC) and Richmond Parish Lands Charity (RPLC). In particular HFAC and RPLC each contributed £25,000 towards the refurbishment of our community building. They have sought out our views and worked with us to identify areas which meet our needs and reflect the aspirations of their trustees.

Alliance working

A key risk to the charity is that much of our funding comes from statutory sources. Both the CCG and local authority have reduced their funding in each of the last three years. There is some mitigation to this risk by being a recognised partner in the local provider group working with commissioners in 2017/18. This group will work to develop mental health services to meet outcomes defined by local service users and carers, with the potential for a longer term contract for providers in future years. Keeping people well in the community and out of hospital is one of RB Mind’s aims, and RB Mind is seen as key in these developments to prevent the need for accessing statutory services. When this contract is established we will be able to give further focus to developing income streams through our training function, extending our services to young people, and potentially developing expertise in new areas.

Investment policy

Interest rates have remained low during the course of the year. Some money was invested in

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**Income Breakdown**

- Restricted Statutory Grants/Contracts (28%)
- Unrestricted Statutory Grants/Contracts (2%)
- Restricted Non-Statutory Grants/Funding (11%)
- Unrestricted Non-Statutory Grants/Funding and Contracts (44%)
- Restricted Donations / Fundraising (1%)
- Unrestricted Donations / Fundraising (3%)
- Restricted Income - Therapies (7%)
- National Mind Shop Income (less than 1%)
- Investment income (less than 1%)
- Unrestricted Training Income (less than 1%)
- Legacies and In Memoriam (less than 1%)

**Income by Funds**

- Support (8%)
- Richmond Wellbeing Service (Low Intensity) (45%)
- The Wellbeing Centre (13%)
- Peer Network (6%)
- Mindkit (4%)
- Carers (12%)
- Volunteering (1%)
- Money Advice (1%)
- Psychotherapy and Counselling Services (8%)
- Bounce (2%)
- Transformation (less than 1%)
Thank you to our funders

We of course could not offer the services we do without the support of our funders, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition we would like to thank those funders who prefer to remain anonymous.

All Saints Church, East Sheen arts and music fundraiser
Baljeet and Nargis Ruprah-Shah
Barnes Community Players
Barnes Workhouse Fund
Big Yellow, Richmond
Bill Bevan Charitable Settlement
DH Health and Social Care Volunteering Fund
East London NHS Foundation Trust
Hampton Fuel Allotment Charity
Integrated Neurological Services
JM Charitable Trust
Keu Midsummer Fete
Keu Village Market
Lloyds Enable
London Borough Richmond upon Thames
Mortlake Community Association
National Mind
Neil Paget – fundraised at Thames Marathon
NHS Richmond Clinical Commissioning Group
Richmond Advice and Information on Disability
Richmond Parochial Lands Charity
Robin Campbell Wade Estate
Sainsbury’s
Sarah Belcher – fundraised at Seville Marathon
Senior Street Sextet at the Jazz afternoon
St Margaret’s Fair
South West London & St George’s Mental Health NHS Trust
William Brooke Charitable Trust

Officeholders, Trustees and Management

President: Vacant
Vice Presidents: Dr V Cable MP, Baroness Tonge
Trustees: Baljeet Ruprah Shah – Chair
Russell Goodenough – Vice Chair
PJ Greeves
David Hoppe
Claire Wilson
Eduard Louie
Tamsin Priddle
Nick Jones
Richard Hurst
Joseph Hill
Matthew Steans

Charity No.: 1146297
Company No.: 7954134

Chief Executive: Val Farmer

Principal Office
Until 31 August 2017: Richmond Community Healthcare
Hamlet, Keu Foot Road, Richmond, Surrey, TW9 2TE
From 1 September 2017: 32 Hampton Road, Twickenham,
Surrey, TW2 5QB

Bankers: CAF Bank Limited, 25 Kings Hill, West Malling,
Kent ME19 4JQ

Auditors: Goldwins Chartered Accountants, 75 Maygrove Road,
West Hampstead London NW6 2EG
116 people attended our Wellbeing Centre

4334 counselling hours through our Psychotherapy and Counselling service

27 Peer Volunteers and had 104 active members

2,352 people entered treatment with RB Mind within the Richmond Wellbeing Service

Our Peer Group Network was supported by 143 volunteers

Our Carers in Mind project supported 484 registered carers

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Our Carers in Mind project supported 484 registered carers

Our youth wellbeing projects reached 2,789 young people

252 people supported by our Money Advice Project

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