

Impact Report 2019



Contents

- 4 By the numbers
- 5 Welcome to
Richmond Borough Mind
- 6 Chief Executive's Report
- 7 Address from the Chair
- 8 Meeting the need
- 10 Enabling better understanding
of mental health
- 12 Helping people to live
independent lives
- 14 Connecting with the community
- 16 Developing a mental health
toolkit
- 18 Helping people into work... and
keeping people well in work
- 20 Financial review
- 22 Thank you to our funders and
fundraisers
- 23 Officeholders, trustees and
management



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Charity No. 1146297
Company No. 7954134

We're Richmond Borough Mind, and
we're here for everyone who needs us

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 and mission

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.



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.

Support Us

With demand for our services expected to grow in the years ahead the support we receive from our community of funders, fundraisers, donors and volunteers has never been more vital. Sustainability is a key focus for many small charities and just like our ethos for recovery, we are stronger with support.



Donate

One-off or regular payments make a huge difference.



Shop

At no extra cost to you, earn donations for Richmond Borough Mind by doing your online shopping on fundraising sites like Easyfundraising and AmazonSmile.



Fundraise

Organise your own event or take part in one of ours and we'll help you fundraise on our website.



Volunteer

Join our team of volunteers that keep our charity going.

By the numbers...

2,670

people entered treatment with RB Mind's part of the Richmond Wellbeing Service

116

people attended our Wellbeing Centre

Our Peer Group Network was supported by

18

Peer Volunteers

111

active members

151

people were supported by our Money Advice Project

142

people received counselling through our Psychotherapy and Counselling service

Our Carers in Mind project supported

421

carers

We were supported by

103

volunteers

Our youth wellbeing projects reached

2,449

young people



Chief Executive's Report

There has been much to celebrate in 2018/19, between moving into our new office accommodation, rebuilding our counselling service and growing our training offer. Demand grows across our services, but austerity means we continue to look for new ways to fundraise and earn money to support the work across all our services.

We head into 2019/20 with a view to further transformation, anticipating the opening of our Journey Recovery Hub offering out of hours crisis support across Richmond and Kingston. This has been the response to a number of service user consultations in recent years, and a much needed local service in a borough which does not have its own Emergency Department.

Partnerships remain crucial to our operations with other local Minds, local commissioners, local funders and voluntary organisations. We are learning to work differently across the voluntary sector as some local organisations take on lead roles for services and subcontract RBMind to provide some elements. Our well-established roots in the community ensure we are seen as a valuable partner, and we thank all our partners for the work they do with us. We particularly thank RPLC, the Hampton Fund and Barnes Workhouse Fund for supporting us to develop new initiatives while recognising the essential nature of core funding to maintaining all our services.

In 19/20 we will be celebrating 60 years of service to the borough and will plan to reach many more individuals and organisations as we continue to grow our support for local mental wellbeing.

Val Farmer

Chief Executive

Address from the Chair

I am delighted to present Richmond Borough Mind's Impact Report for 2019, the 50th year in which we have been active in Richmond. This is my first, as Chair, and I am proud to look back on another year of RBMind's invaluable contribution to the mental wellbeing of people living in the borough.

Now settled in our new headquarters accommodation in UK House, Twickenham, our team has had far fewer distractions than in recent years. The new offices provide good quality working spaces, meeting rooms and comfortable, welcoming counselling rooms. Together with our refurbished property in Hampton Road it provides the flexible accommodation that our activities need to provide our present services and the scope to grow them.

Hampton Road, housing our Wellbeing Centre and counselling rooms, and St John's Medical Centre are both near to UK House and the properties provide scope for the development and enhancement of our services. We also continue our work at Mind in Mortlake and our Positive Living services there, some counselling services at the Maddison Clinic in Teddington and various peer groups.

As our Chief Executive's report describes we reached more than 6,600 people across the Borough, during 2019, receiving very positive feedback from users.

We work closely with GPs, other community services, local commissioning bodies and the NHS to deliver the help that people need. The limit on our activities continues to be defined mainly by the funding provided from those sources. A great deal of change is taking place in how mental health services are commissioned and paid for and RBMind will have to be flexible and nimble to respond effectively in the year to come.

As always, RBMind is wholly dependent on the work of its team and the contribution of our many volunteers and it is my privilege to thank them for their contributions. They equip us well to tackle the challenges of 2020.

Richard Hurst

Chair of Trustees

Meeting the need

Despite its perceived affluence, the borough of Richmond has a high prevalence of mental health problems.

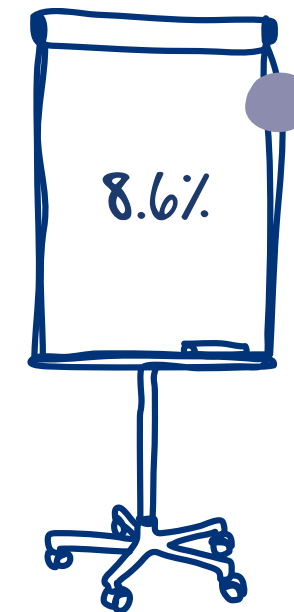
24,500
residents

Estimated number of residents in Richmond Borough living with a mental health problem

This year we reached over

6,000

people in Richmond - many through our Richmond Wellbeing Service, Psychotherapy and Counselling Service and Carers in Mind.



Only 8.6% of working age adults under Mental Health services are in paid employment

Our Peer Group Network and volunteering opportunities help our service users develop confidence, self-esteem and skills to increase their employability. Our Mental Health Awareness training programmes support employers to help keep those with mental health problems in work, stay well.

1,700

people have a severe mental health condition.

Our Wellbeing Centre helps people with severe and enduring mental health problems recover, enabling them to live the best life possible for them.

Almost

1/3

of 15 - 19 year olds have a diagnosed mental health condition

3rd
Highest Rate

of hospital admissions for self-harm amongst 10 - 24 year olds in London

2,449

reached by our

Youth Wellbeing Projects

this year.

Enabling better understanding of mental health

Psychotherapy and Counselling

Our Psychotherapy and Counselling service provides an opportunity for people to explore their mental health through a range of therapies including psychodynamic, integrative, person-centred, existential and cognitive behavioural. All individuals are empowered through their journey to recognise and listen to their own voice,

to develop their inner strength, and focus on their self-care.

The service is subsidised for those on lower incomes. In order to help map the progress of our service users, this year we introduced

the CORE outcome measure (CORE-10), a session by session monitoring tool with items covering anxiety, depression, trauma, physical problems, functioning and risk to self.

Carers in Mind

Families and friends play a vital role in supporting people with mental health problems. However, concentrating all your energies on the mental health of another can leave you developing your own mental health concerns. That's where our Carers in Mind team steps in. We offer one-to-one support to help carers identify any concerns and discuss ways of protecting their own wellbeing. We also have a range of support groups, training courses and social events; and our Acute Carers Recovery Worker offers support for families and friends supporting someone during an acute crisis period. This year we have developed relationships with the Social Services Carers Champion who now attends our carers' monthly lunches which was an opportunity for carers to discuss their issues and access information about carers' assessments.

85%
of carers said being part of the project made them feel better able to understand their own needs as a carer

93%
of clients said counselling has improved their relationships with significant others



Carers in Mind arranged a number of trips throughout the year including to Kew Gardens' orchid festival.

The service aims to provide opportunities for connections and support through shared experience.

Helen's Story

Helen cares for her elderly mother, Nancy. Nancy has a social services care package, and residential care was being considered temporarily as respite for Helen who felt entirely on her own in dealing with her mother's multiple needs. Helen also felt that social services were using her to support her mother, as opposed to them taking on that responsibility.

When Helen first came to our carers service, she was incredibly anxious and worn out due to the amount of support she was providing her mother. This stress had put a lot of strain on her physically which had worsened her health issues. She felt isolated and like she had no one to turn to. It had got to a point in which she wanted to withdraw from part of her caring role due to her own emotional and physical needs.

Our Carers Support Worker held a series of one-to-one sessions with Helen and she also started to attend our monthly carers support group to meet with others in a similar situation as her.

Helen also provided us with an email she wanted to send to her mother's social worker outlining her withdrawal from some aspects of her caring role and her reasons why. Our support worker was able to reassure Helen that it was very important for her to focus on her own mental health and well-being.

After coming to our service feeling isolated, Helen was now able to form connections with other carers in the support group who had similar experiences to her. She was also assessed by our counselling service and assigned a counsellor.

Through the sessions with our support worker and counselling, Helen's anxiety decreased and her emotional needs were met. It remains a challenging situation as her mother's state has not improved and Helen has a limited support network. However, our reassurances that it was reasonable for her to focus on her own wellbeing empowered Helen to send the email to social services.



Helping people to live independent lives

Peer Group Network

This network of activity groups encourages our members to build their own support networks and develop skills, thus enabling them to grow independently in their own lives. This includes learning to cook for themselves in our cooking group; developing or re-engaging with their love of reading, music or art in Mind Readers, Musical Minds and our arts and crafts groups; and getting a chance to enjoy exercise in our Walking and Pilates groups. Each group is run by a Peer Volunteer who has lived experience of mental ill health. Running groups is also a chance for our volunteers to learn new skills and build confidence, and for many it is a way to re-engage with education or work.



Members of our Peer Group Network enjoying some drawing on a trip to Kew Gardens

97%

of our members reported that their wellbeing had been improved by being part of our Network.

Positive Living Group

RB Mind's Positive Living Group fosters our members' ability and enthusiasm for cooking for themselves, improving their self-care and making new friends through a range of outings. This year the most positive response from members has been the introduction of a more experiential group which involves participants being encouraged to get involved as much as possible when preparing the food we make.

84%

of members felt that our Peer Group Network has helped them maintain their independence

Money Advice Project

If you are dealing with a mental health problem, money issues can easily escalate into a crisis and leave you feeling helpless and reliant on others. This year RB Mind once again worked in partnership with Richmond Aid to advise and support our service users on issues including benefits, debt and managing their money, in order to foster their own financial independence.

Nick's Story

Nick is in his sixties and lives on his own in social housing. He suffers with mental health problems dating back to his late twenties and physical health conditions. His situation had led him to feeling isolated with low self-esteem and little confidence.

When Nick looked for support for his mental health, he came across our Peer Group Network and decided to get involved in our Walking and Pilates groups. At Nick's first Pilates session, he met our volunteers and instructor and was given time to discuss his physical disabilities and how they affect his ability to interact with others. A plan was devised to support Nick at the group including a Peer Volunteer being placed next to him to offer assistance whenever it was needed. Nick was very thankful for this as he said he had been turned away from other physical activities previously which had caused relapses in his mental health.

Our Pilates group has really helped Nick, and he is continuing to go from strength to strength. Over the last three months Nick has become more flexible and this has improved his mobility. He has now started to attempt positions and moves that at the beginning of the course he was unable to do. Nick's confidence has also grown, as he can see the positive impact Pilates is having on him.

We also encouraged Nick to attend some of our other groups, to start building up a routine to keep him from feeling isolated, and he is now a



Without the Peer Group Network, I would not be where I am today. I am in a lot less pain and feel able to walk down to the shops, where previously I would just stay at home. I cannot describe the feeling of joy this has given back to me.

regular member of our Chatty Minds group where he can share his feelings and experiences with others in a safe environment. This has supported him to believe for the first time in years that he is "worth something". He has also built up friendships with other peer group members and they now regularly meet up outside the groups.

Connecting with the community

Wellbeing Centre

The main aim of our Wellbeing Centre is to help people with severe and enduring mental health problems recover, enabling them to live the best life possible for them. Rather than focussing on diagnoses, service users aim to understand and manage their behaviours in order to develop their wellbeing and be supported to access the opportunities that they value. Activities include poetry writing, museum trips and arts projects. This year two new groups: 'Recovery from Trauma' and 'Food and Mood' provided extensive support and education; and a new gardening project with Turner's House Trust gave service users an opportunity to connect with nature.



My behaviour has changed as a result of the support – I am able to accept my condition more.

Wellbeing Service user.

88%

of our Wellbeing Centre service users said their one-to ones with staff helped them feel part of the wider community

Mind 'n Mortlake

This project is a satellite service of our Wellbeing Centre. It provides an opportunity for people to meet on Fridays at Barnes Children's Centre to socialise and take part in a variety of activities to support mental wellbeing including healthy eating, art and music groups, and local outings.



Alice's Story

Much of Alice's conversations in our Wellbeing Centre centred around her personal problems with the need to discuss in detail stressful situations from the past and in the present. Alice was given the opportunity to become part of a new gardening project our Wellbeing Centre was running in partnership with Turner's House Trust. The project was an opportunity for service users to pick up gardening tips from a community volunteer. However, on the journey to Turner's House to meet the community gardener, Alice's worries and anxieties around the details in her life were still all-consuming.

Once the project was underway, the energy with which the gardening session was delivered by the community volunteer created a motivational yet calm space, within which members comfortably interacted within the group.

Our service users were responsible for the planting so were investing in that

space themselves, thereby fostering and developing a nurturing attitude. Within this environment, Alice felt able to contribute freely and repeatedly answered questions.

On route to Turner's House for the next gardening session, Alice's conversation was quite different than the previous week and centred around her expansive knowledge of flowering shrubs. Within the group her engagement was warm, her smiles contagious and her focus very much around what was being discussed. Reflecting on the message of 'Reduce, Reuse, Recycle' within gardening, discussion focused on 'look after the Earth, look after yourself'. That the positivity offered was being shored up with environmental parallels allowed Alice to focus away from herself: she was alert and fully engaged in the group, taking on responsibility for different jobs required for planting and her confidence seemed high - and so much smiling!

Developing a mental health toolkit

Richmond Wellbeing Service

The Richmond Wellbeing Service (RWS) offers a range of support to people experiencing common mental health problems such as depression and anxiety. The service is part of the national Improving Access to Psychological Therapies (IAPT) scheme and RB Mind runs it in partnership with East London NHS Foundation Trust. We offer cognitive behavioural therapy (CBT) to help service users learn practical approaches to improve how they are feeling. CBT focuses on problems in the 'here and now' rather than concentrating too much on possible past causes of difficulties.

Discussing the hypothetical and practical worries gave me a real insight. Initially I thought I would only benefit from one-to-one therapy but this changed with every session.

Richmond Wellbeing Service user

This year we continued to expand the user-friendly accessible nature of this service through the launch of our innovative computerised cognitive behavioural therapy (cCBT) approach. With just a computer and internet connection you can now access support via RWS at any time of the day meaning you can work at your own pace whilst being supported by a member of our team.

8/10
score given by Mindkit attendees when asked how confident they were in knowing where to turn for help with their own mental health



Youth Wellbeing Trainers Sam and Claudia after delivering two exam stress workshops at Christ's School

Bounce and Mindkit

Our two youth wellbeing projects give children and young people a foundation in how to maintain their mental health throughout their life. Volunteers with lived experience of mental ill health run workshops in schools, colleges, universities and youth groups based around the Five Ways to Wellbeing and living mindfully. Our Bounce project works with 8-13-year-olds and our Mindkit project is for those 14-25. This year we re-designed our range of workshops on wellbeing and resilience, anxiety and exam stress, bullying and depression, and eating disorders so that they were tailored specifically for primary, secondary, and young adult audiences. We also introduced a new resilience toolkit exercise as we felt it was important that participants had something practical which they could take away with them.

"I liked the resilience toolkit because it made me think about what makes me happy."

Mindkit User

Sophie's Story

At university, Sophie was struggling to see where she fit in and how to cope with all the changes with her new circumstances. She was not a party person, and her introversion started to develop into anxiety which later led to her catastrophizing issues regularly, causing repeated panic attacks.

Sophie didn't recognise that these issues were having such an impact on her until she spoke to someone at university and was advised to see her GP. She was then referred to our Richmond Wellbeing Service and received support to work through her issues and develop her own support plan to manage them. At the end of her treatment, she decided that she wanted to give back to others for the support she had received.

When she saw we were advertising for volunteer Youth Wellbeing Trainers, Sophie was excited. She felt that becoming a volunteer would be a challenge for her, but also a positive step in her recovery. Sophie was a perfect candidate to be a volunteer, as she had lived experience of mental ill health, and was keen to share her story to give hope and inspiration to others. She went on to complete her youth wellbeing training with us, developing her skills in delivering presentations, working with children and supporting vulnerable groups.



Sophie's journey is particularly inspiring, as with her social anxiety she wouldn't have dreamt that she would be able to talk to others about her problems, but now she feels amazing sharing her personal story widely with large groups of young people, to support and encourage them to look after their own wellbeing. She also now supports delivery of our youth peer group at a local university. As this was where she started to have problems herself, this is a particularly empowering way for Sophie to support others. Through her volunteer experience Sophie has developed new skills, and increased her confidence and self-esteem. She is now engaging regularly with other avenues of support that RB Mind offer and studying for her MA.



Helping people into work... and keeping well in work

Volunteering

This year RB Mind was supported by over 100 volunteers across our range of projects and services. Our volunteers bring with them a wealth of knowledge including our Peer Volunteers who deliver our peer group sessions and our Youth Wellbeing Trainers who run mental health workshops for children and young people. It's a two-way process: it is fantastic to work with our volunteers to use their fresh perspectives to encourage our service development, and at the same time it is an opportunity for our volunteers to develop their self-belief, confidence and learn new skills which increases their employability. Indeed, this year once again we have seen many of our volunteers moving into employment or further education, and several individuals completed accredited Peer Mentor training and are using their skills to support our services.

**6200
hours**
of time given by our
volunteers

Mental Health at Work

Mental ill health is the leading cause of sickness absence in the UK, costing businesses £35 billion each year. RB Mind is at the forefront of addressing this concern in Richmond. We work with statutory, voluntary and private organisations in the borough to give staff the skills and support they need to overcome the initial signs of any problems they might be experiencing. Our offer includes courses on Mental Health Awareness, Workplace Wellbeing, and Stress Management for Managers. Our training courses can be tailored to suit your organisation. We usually hold sessions for up to 20 people on a half-day basis and can also offer two-hour workshops or a whole day. For more information about booking a training session, please contact info@rbmind.org.



Diana's Story

When Diana first contacted our Peer Group Network it was soon after an episode of particularly bad mental health. At the time, due to her mental health difficulties, moving to a new area and family problems, she had become very isolated. She was unable to work, not pursuing any of her hobbies, and rarely meeting with friends.

Diana started volunteering as a Peer Volunteer with our Musical Minds Group, before also getting involved with our Crafty Minds Group, Pilates and our Chatty Minds Group. For each group she brought her own skills, enthusiasm and interests, and would attend as a member as well to benefit from the support herself.

Unfortunately, during her volunteering she became unwell again and had to step back from her role. During this time, she occasionally attended groups as a member when able, and says she found the RB Mind team very supportive, which really helped her to slowly build herself back up. This meant

that she was able to bounce back much quicker than she was previously able to, and she returned to her volunteering roles as soon as she could.

I feel that this has all been an important part of my recovery and that RB Mind has given me the direction and where to go with it. I know where I am now and I'm more confident in terms of knowing I'll get back up after falling down

Her involvement with our peer groups both as a volunteer and a group member has not only significantly lowered Diana's feelings of isolation, but it has also boosted her self-confidence and assertiveness; and has helped her to get back on track both physically and emotionally. She is now enrolled on our Level 2 Peer Mentor Accredited training and is really enjoying the new set of skills she is learning and she is looking forward to using them to support more people moving forwards. She recognises how this training has increased her confidence even further, as well as helping her to learn new things and providing a certificate to demonstrate her accomplishments.

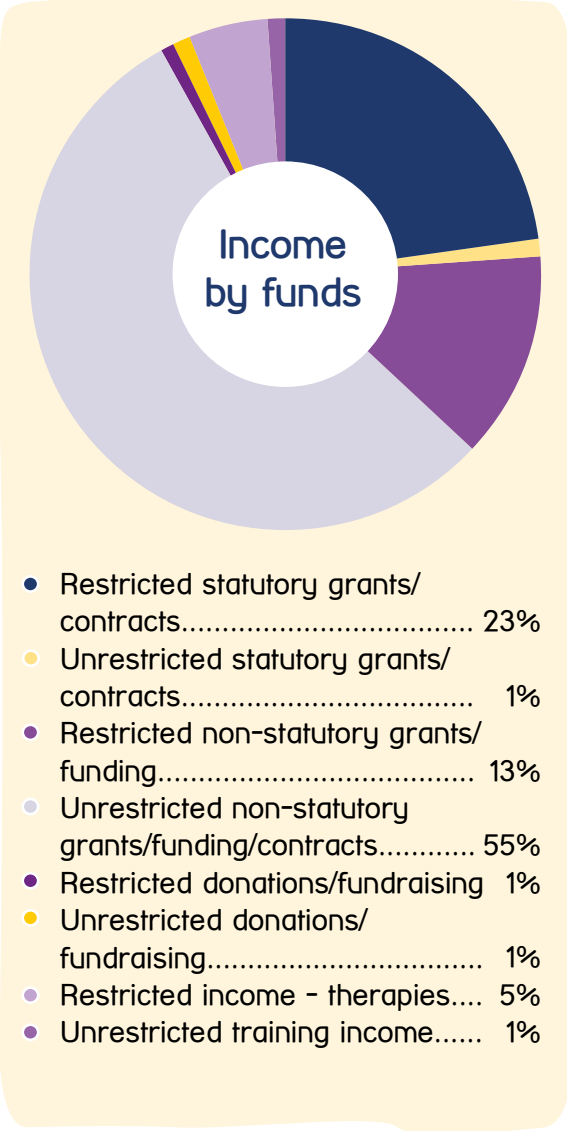
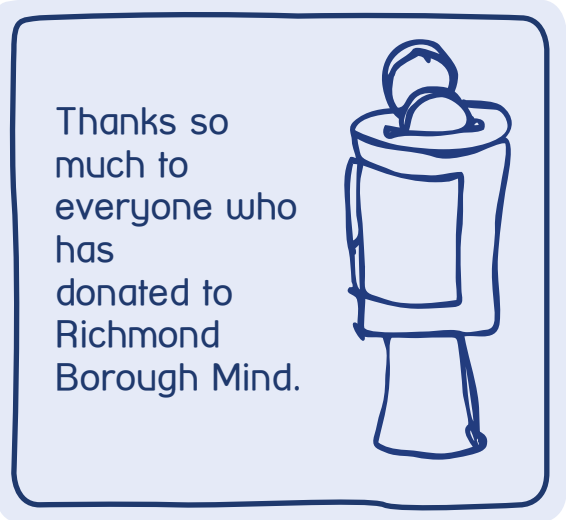
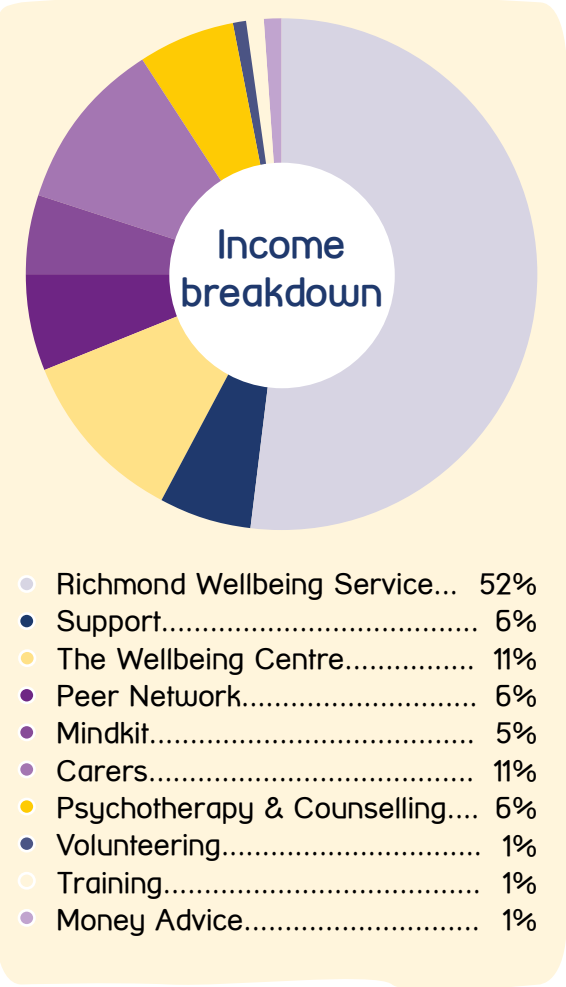
60%
of employees have
experienced mental
health issues due to
work or where work
was a related factor

Financial Review

In the year, income fell by 7% to £916,737. The move out of Richmond Royal Hospital in 2017 continued to impact our Psychotherapy and Counselling Service, resulting in a reduction in income on this self-funding project.

In the year, expenditure rose by 3% to £883,507. This was driven by an increase in rent from October 2019 with the lease of new premises at UK House, 82 Heath Road, Twickenham TW1 4BW, and the need for a small refurbishment creating three fully soundproofed consulting rooms from one large office. The new premises offer the capacity and opportunity to grow the Counselling service in 2019/20. 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 £47,235 from unrestricted funds (as shown in the Statement of Financial Activities in the accounts and Note 13-Funds Analysis).

Statutory austerity measures continue to impact our services, so we are ever grateful for the support of our local funders and supporters: Barnes Workhouse, Big Yellow Richmond, Bill Brown's 1989 Charitable Trust, Hampton Fund, Richmond Charities, Richmond Parish Lands Charity and Kew Midsummer Fete. Legacies, in memoriam donations, other local organisations and other donations are valuable in the support of our services.



Investment policy

Interest rates have continued to be low during the course of the year. The sum invested in the CAF Platinum Account currently remains at the same level. The cash balances are managed between the interest-bearing CAF Gold account and the CAF Current Account to meet cash flow requirements. The divestment of cash more widely is under review to maximise both interest payments and the Financial Services Compensation Scheme coverage.

Reserves policy

Reserves are at a healthy level at £521,596. Once £114,998 tangible fixed assets and £33,931 restricted funds are accounted for, £372,667 (71%) remains. This represents 4.6 months of budgeted expenditure for 2018/19.

The preferred level of reserves is at least three months running costs. The Board was keen to maintain the higher reserve than usual to allow for costs of refurbishing premises and higher office and room hire following the loss of existing accommodation. Accommodation was secured during the year and an unrestricted amount of reserves has been designated to cover the remaining lease payments.

The Board is maintaining the higher level of reserves into 2019/20 as a deficit budget has been set for the Youth project while awaiting the results of a number of funding bids, and for the Counselling project while building the capacity and income of the service. Both areas remain a priority for RB Mind and the Board will allocate reserves when forecasts are reviewed mid-year. The Board also recognises that the Business Development function may take most of 2019/20 to develop local relationships and the offer to funders, and this investment may not be realised until early 2020/21. Reserves may be allocated to invest in Business Development based on business plans developed during the year.

Thank you to our funders and fundraisers

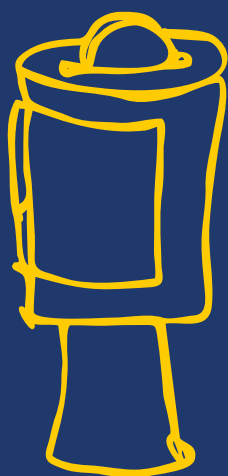
We of course could not offer the services we do without the support of our funders and fundraisers, and those who give their support in kind. They are acknowledged below and we thank them all most sincerely. In addition, we would like to thank those funders who prefer to remain anonymous.

- Barnes Workhouse Funds
- Big Yellow, *Richmond*
- Bill Brown Charitable Settlement
- East London NHS Foundation Trust
- Hampton Fund (*Hampton Fuel Allotment Charity*)
- Heathrow Community Fund
- Integrated Neurological Services
- Kew Midsummer Fete
- Lloyds Bank Foundation, Enable Fund
- London Borough of Richmond upon Thames
- Metanoia Institute
- Mortlake Community Association
- National Mind
- National Physical Laboratory
- NHS Health Education England
- NHS Richmond Clinical Commissioning Group
- Religious of The Assumption Twickenham
- Richmond Advice and Information on Disability
- Richmond Charities
- Richmond Free Church/Unitarian Church
- Richmond Parish Lands Charity
- Richmond upon Thames College
- S Cooley
- South West London & St George's Mental Health NHS Trust
- Thames Valley Housing
- The Fox Pub
- Waitrose
- William Blake Charitable Trust
- Yoga Room, *Twickenham*

Thank You
to everyone who
supported us in
2018/19

Officeholders, trustees and management

President	Vacant
Vice Presidents	Dr Vince Cable MP Baroness Tonge
Trustees	
	Richard Hurst, <i>Chair</i> Russell Goodenough, <i>Vice Chair</i> Philip Congdon, <i>Treasurer</i>
	Jerry Martin (<i>appointed March 2019</i>) Kim Tasso (<i>appointed March 2019</i>) Monika Waller (<i>appointed March 2019</i>) Susan Cain (<i>appointed March 2019</i>)
	Peter John Greeves (<i>retired AGM December 2018</i>) Joseph Hill (<i>resigned June 2019</i>) Edward Lowe (<i>resigned March 2019</i>) Tamsin Priddle (<i>stepped down on rotation June 2019</i>) Matthew Steans (<i>resigned August 2018</i>) Claire Wilson (<i>stepped down AGM 2018</i>)
Charity No.	1146297
Company No.	7954134
Chief Executive	Val Farmer
Principal office	UK House, 82 Heath Road, Twickenham, Middlesex, TW1 4BW
Bankers	CAF Bank Limited, 25 Kings Hill, West Malling, Kent ME19 4JQ
Auditors	Goldwins Limited, 75 Maygrove Road, West Hampstead, London NW6 2EG



We need your support

This annual review shows how we reached out to more people in more ways than ever before in 2018/19.

Please support us to help make sure we can be here for everyone who needs us. No one should face a mental health problem alone.

[RBMind.org/donate](https://rbmind.org/donate)

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